

**2011-2012 Strategic Plan for  
Orange County Health Department  
January 26, 2011**

The mission of the Orange County Health Department is:

*To enhance the quality of life, promote the health, and preserve the environment for all people in the Orange County community.*

This one year plan is an extension of the 2006-2011 Strategic Plan in order to accomplish more of the objectives outlined in that plan and to ensure that there is an adequate bridge between the current plan and a new strategic plan. The 2006-2011 plan addressed the following areas:

- 1) Mandated Services
  - a. Food, lodging and institutional inspections
  - b. Lead based paint screening and investigation
  - c. Wastewater Treatment Management Program
  - d. Meth lab decontamination rules implementation
  - e. Quality assurance
  - f. Public health preparedness
- 2) Community Focus Areas
  - a. Protecting Orange County water resources
  - b. Community outreach and education (marketing)
  - c. Chronic disease prevention focus on obesity and diabetes prevention
  - d. Access to medical and dental services with focus on disparities
- 3) Internal Focus Areas
  - a. Technology support
  - b. Workforce development (capacity, training and development, and cultural competency)
  - c. Facilities and space
  - d. County employee wellness program

In 2011-2012 the department will focus on:

- 1) Mandated Services
  - a. Wastewater Treatment Management Program.
    - Streamline the billing and collection process
    - Secure resources to complete the final set-up steps for the Accela software (Permits Plus).
  - b. Quality assurance/quality improvement.
    - Develop audit programs for financial services including invoicing and contract management.
    - Continue with quality improvements projects in each division.
    - Prepare for re-accreditation.

- c. Preparedness
  - Integrate preparedness functions into new internal reporting structure and continue to build relationship with Emergency Services.
- 2) Community Focus Areas
  - a. Obesity and Diabetes.
    - Continue to consolidate the development of the Diabetes Self-Management Program and the Medical Nutrition Therapy services. Seek partner opportunities for these services.
    - Look for opportunities to transition TRU project into broader scope of peer advocacy and education that extends beyond tobacco to substance use.
  - b. Access to Medical and Dental Services
    - Focus on completing transition of dental services from Carrboro to Hillsborough.
    - Continue to seek partnership opportunities for service delivery.
    - Refocus services to Medicaid pregnant women and children to strengthen relationships with private providers in line with new Medicaid guidelines.
  - c. Complete Community Health Improvement Plan as an outcome of the new Community Health Assessment.
- 3) Internal Focus Areas
  - a. Technology Support
    - Assess effectiveness of re-directed position in technology support function
    - Improve response to HIS training and implementation
    - Convert dental health to digital imaging
    - Permits Plus (see WTMP program above)
  - b. Workforce Development
    - Improve recruitment for bi-lingual and multicultural staff
    - Develop mentoring plan for staff who want management experience
  - c. Facilities and Space
    - Complete work on a long-range facility plan for providing medical and dental services in Orange County.
    - Complete work on renovation of Whitted Building and moving staff in.
    - Complete work on minor renovations to SHSC to increase clinical and office space.
  - d. Complete a new agency wide Strategic Plan for the Orange County Health Department.