

# NEW MEXICO DEPARTMENT OF HEALTH



Legislative Health and Human Services Committee

October 20, 2015



## NMDOH Highlights

### *FY17-19 Strategic Plan*

- The strategic plan articulates NMDOH's focus on Results, reflects our Values, and creates a line of sight between the work of every employee and our Vision: A Healthier New Mexico

### *Public Health Accreditation*

- Accreditation serves to ensure NMDOH delivers excellence in public health services

### *Health System Innovation*

- Stakeholder engaged Design process to improve public health and health care delivery and outcomes



# NMDOH Highlights

## *Public Health Surveillance*

- Essential to identify and address health issues
- Assessment is a core public health function to understand the health of our communities

*Special surveys are an important means of periodically gathering information on specific health issues in New Mexico*

- Chronic pain is an issue that may lend itself to a special survey

*How can we leverage existing data sources?*

- Opportunities and challenges in Health Information Exchange

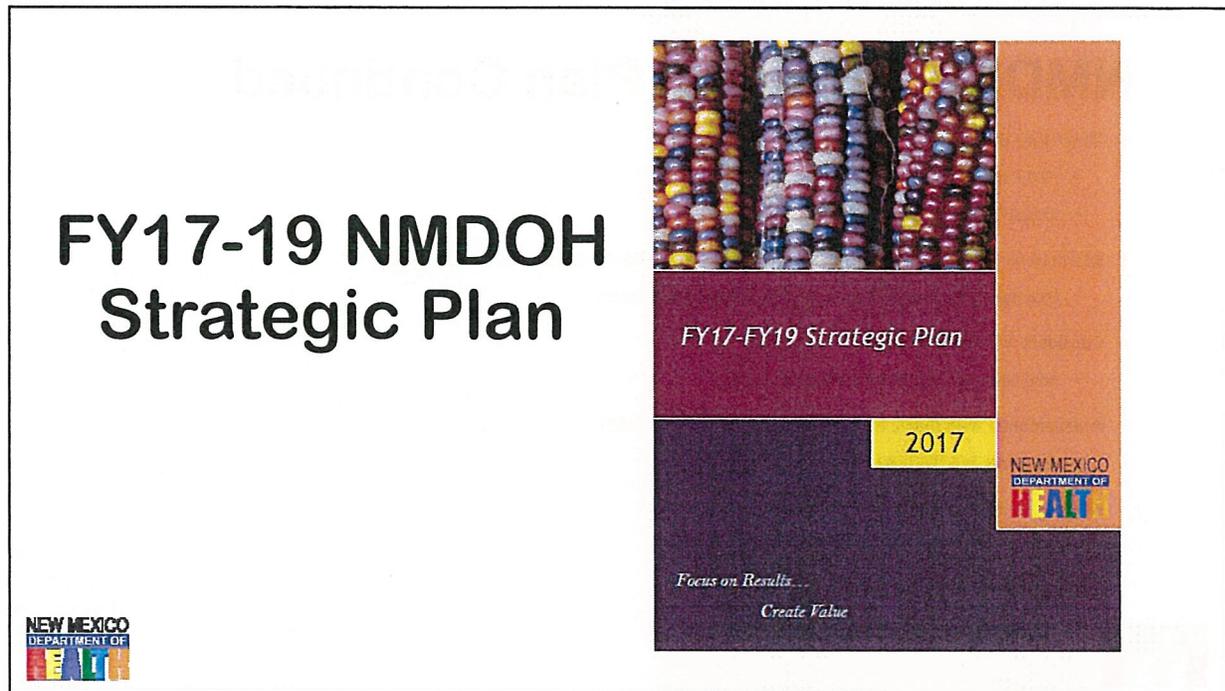


# NMDOH Highlights

## *Updates to Hospital Quality and Transparency Efforts*

- NMDOH Division of Health Improvement supports safe facilities that provide high-quality care
- Senate Bill 323, passed during the 2015 legislative session, updates the Health Information System Act to promote public access to hospital quality data.
- Other important opportunities for NMDOH
  - Hepatitis C
  - Childhood immunizations
  - Medical Cannabis





## NMDOH Strategic Plan

- Strategic planning is a process for defining our roles, priorities, and directions over three to five years
- The strategic plan sets forth what NMDOH plans to achieve, how we will achieve it, and how we will know we have succeeded
- The strategic plan provides a guide for decisions on taking actions to pursue priorities
- The strategic plan articulates NMDOH's focus on Results
- The strategic plan reflects our Values
- The strategic plan creates a line of sight between the work of every employee and our Vision:



**A healthier New Mexico!**

# NMDOH Strategic Plan Continued

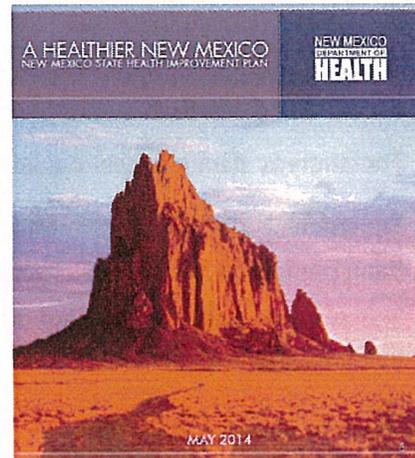
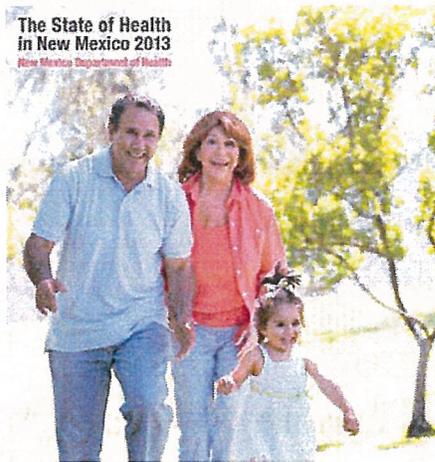
- Three-year plan
  - FY17-FY19
  - Annual updates based on progress
- Informed by State Health Assessment (SHA) and State Health Improvement Plan (SHIP)
  - Describes NMDOH contribution to the health of New Mexicans
- Considers Alternative Futures
  - Ambitious plan to pursue our desired future
- In accordance with Public Health Accreditation Board (PHAB)
  - Standards and Measures 1.5
- Adheres to Results Based Accountability
  - Simple, data-driven strategy development framework
- Aligned with Strategy Execution Plans (SEP)
  - Action-oriented implementation plans



7

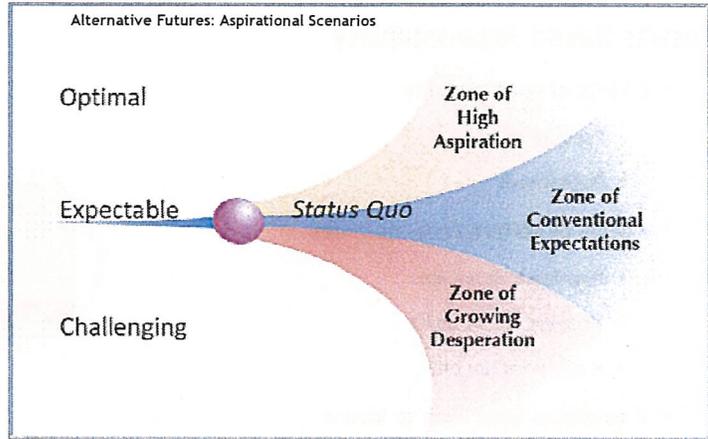
# NMDOH Strategic Plan Continued

Informed by State Health Assessment and State Health Improvement Plan



# NMDOH Strategic Plan Continued

Considers Alternative Futures



# NMDOH Strategic Plan Continued

PHAB Standards and Measures 1.5

- Robust planning process
- Considers opinions and knowledge from across the department
- Assesses the environment in which the department operates
- Uses organizational strengths, addresses challenges
- Links to the SHIP
- Must include:
  - Strategic priorities
  - Goals and objectives with measurable and time-framed targets



# NMDOH Strategic Plan Continued

## *Strategy Development*

### Results Based Accountability

- 2 kinds of accountability
  - Population
  - Performance
- 3 kinds of performance measures
  - How much did we do?
  - How well did we do it?
  - Is anyone better off?
- 7 questions from Ends to Means



11

# NMDOH Strategic Plan Continued

## Results Based Accountability: 7 Population Questions

1. What are the quality of life conditions we want for our stakeholders?
2. What would these conditions look like if we could see them?
3. How can we measure these conditions?
4. How are we doing on the most important of these measures?
5. Who are the partners that have a role to play in doing better?
6. What works to do better?
7. What do we propose to do?



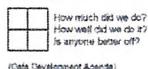
12

# NMDOH Strategic Plan Continued

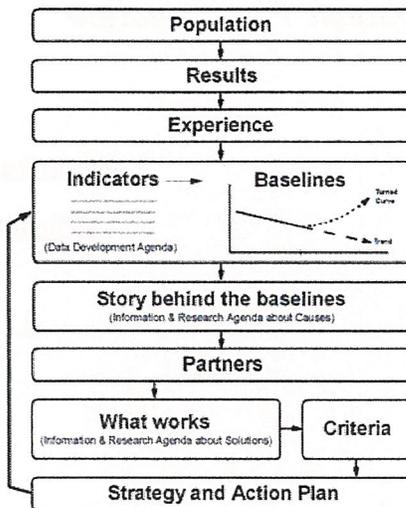
## “Turn the Curve”

- Results Based Accountability:  
Population Accountability

Performance Measures



- Results Based Accountability:  
Performance Accountability



# NMDOH Strategic Plan Continued

## Strategy Execution

- Strategy Execution Plans (SEP)
  - Vast majority of Fortune 500 CEO's indicate their organization is effective at strategic planning
  - Small minority also agree that they effectively implement the plan
- Simple, easy to use, effective
- Achieve greater results faster
- Validated as a best practice among national role model organizations
- Top priorities
- Biased toward action



# NMDOH Strategic Plan Continued

## *Strategic Plan Structure*

### 1. Results

#### Indicators

#### 1.1 Priorities

#### Indicators



# NMDOH Strategic Plan Continued

## Three Results

1. Improved health status for New Mexicans
2. An engaged, empowered, and high-performing workforce that supports health status improvement
3. Simple and effective administrative processes that support health status improvement



# NMDOH Strategic Plan Continued

## Result 1: Improved health status for New Mexicans

Indicator	Baseline	Target
Percent of adults reporting good or better health status	79.9% (CY 2013)	82.5%

## Result 2: An engaged, empowered, and high-performing workforce that supports health status improvement

Indicator	Baseline	Target
Percent of employees engaged	Under Development	Under Development
Percent of employees who trust their immediate supervisor, their organization, and their co-workers	Under Development	Under Development

## Result 3: Simple and effective administrative processes that support health status improvement

Indicator	Baseline	Target
Percent of employees who believe that NMDOH administrative processes help rather than hinder their productivity	Under Development	Under Development
Number of completed agency-wide quality improvement initiatives that resulted in the improvement of an administrative process (including reductions in cycle time)	Under Development	Under Development



17

# NMDOH Strategic Plan Continued

## Result 1: Improved health status for New Mexicans

- Priority 1.1: Focus on the SHIP indicators with the super-priorities of diabetes, obesity, and substance misuse in health policies and across programs

Indicator	Baseline	Target
Percent of 3 <sup>rd</sup> grade children who are considered obese	18.1% (CY 2014)	17.1%
Percent of adults who are considered obese	26.6% (CY 2013)	25.4%
Percent of adults who smoke	19.2% (CY 2013)	18.5%
Percent of adolescents who smoke	14.4% (CY 2013)	13.5%
Drug overdose death rate per 100,000 population	26.4 (CY 2014)	25.9
Alcohol-related death rate per 100,000 population	59.7 (CY 2014)	58.5
Diabetes hospitalization rate per 10,000 population	15.4 (CY 2013)	17.3



18

# NMDOH Strategic Plan Continued

## Result 1: Improved health status for New Mexicans

- Priority 1.1 continued

Indicator	Baseline	Target
Percent of adults who have visited a dentist in the past year	60.9% (CY 2012)	67.0%
Percent of adults aged 65+ who have ever received pneumonia vaccination	68.7% (CY 2013)	90.0%
Fall-related death rate per 100,000 adults aged 65+	102.2 (CY 2014)	96.1
Births to teens aged 15-19 per 1,000 females aged 15-19	35.0 (CY 2014)	25.5
Heart disease and stroke death rate per 100,000 population	108.1 (CY 2014)	108.1
Sexual assault rate per 100,000 population	500 (CY 2005)	475
Suicide rate per 100,000 population	21.1 (CY 2014)	20.7
Active pneumococcal disease rate per 100,000 population	16.6 (CY 2014)	15.0
Pneumonia and Influenza death rate per 100,000 population	17.1 (CY 2014)	15.0



19

# NMDOH Strategic Plan Continued

## Result 1: Improved health status for New Mexicans

- Priority 1.2: Access to an integrated outcome-based health system

Indicator	Baseline	Target
Hospitalization rate for ambulatory care sensitive conditions per 100,000 population	Under Development	± 900 per 100,000
Percent of discharges with readmission for any cause within 30 days	Under Development	± 20%



20

# NMDOH Strategic Plan Continued

## Result 1: Improved health status for New Mexicans

- Priority 1.3: Improve the health of special populations including persons with developmental disabilities and persons in long-term care

Indicator	Baseline	Target
Improvements in health status for the super-priority indicators under Priority 1.1 among persons with developmental disabilities	Under Development	Under Development
Improvements in health status for the super-priority indicators under Priority 1.1 among persons in long-term care	Under Development	Under Development



# NMDOH Strategic Plan Continued

## Result 1: Improved health status for New Mexicans

- Priority 1.4: Focus on subpopulations having the greatest opportunity for improved health status

Indicator	Baseline	Target
Reduction in health status disparities for indicators under Priority 1.1	Under Development	Under Development



# NMDOH Strategic Plan Continued

Result 2: An engaged, empowered, and high-performing workforce that supports health status improvement

- Priority 2.1: Recruit, develop, recognize, and retain employees

Indicator	Baseline	Target
Percent of employees that continue employment with NMDOH for one, three, five, and 10 or more years	Under Development	Under Development
Employee turnover rate	Under Development	Under Development



# NMDOH Strategic Plan Continued

Result 2: An engaged, empowered, and high-performing workforce that supports health status improvement

- Priority 2.2: Promote and support optimal employee health and wellness

Indicator	Baseline	Target
Percent of employees reporting good or better health status	Under Development	Under Development
Percent of employees who participated in a NMDOH-recognized wellness program (e.g., nutrition, physical activity, stress reduction, mental resilience)	Under Development	Under Development



# NMDOH Strategic Plan Continued

Result 3: Simple and effective administrative processes that support health status improvement

- Priority 3.1: Ensure the consistent use of effective administrative processes

Indicator	Baseline	Target
Among targeted processes, the percent of process-deliverables that are delivered after pre-determined due dates (i.e., overdue processes)	Under Development	Under Development



# NMDOH Strategic Plan Continued

Result 3: Simple and effective administrative processes that support health status improvement

- Priority 3.2: Supportive administrative infrastructure

Indicator	Baseline	Target
Percent of employees who agree that targeted processes are improved	Under Development	Under Development

