



Public Health Improvement Training 2019

Applying Systems Thinking for Progress

June 12-13, 2019

Intercontinental Hotel – New Orleans, LA

Agenda at a Glance

#PHIT2019

Tuesday – June 11, 2019 – Pre-PHIT Workshops

8:30 AM – 4:00 PM

Strategic Scholars Workshop

This session is filled and was by application only.

Wednesday – June 12, 2019 – Day 1 PHIT

8:30 AM – 10:00 AM

Opening Session

- *Welcome*
- *Introduction to PHIT and Your PHIT Action Plan*
- *Enhancing Team Effectiveness Through Facilitation*

10:00 AM – 10:15 AM

Transition Break

10:15 AM – 11:45 AM

Breakout Session #1 – Five, 90-Minute Workshops

- *Does Your Message Rise above the Noise?*
- *Health Equity Action Labs: Creating 100 Million Healthier Lives, 100 Days at a Time*
- *Workforce Development as a Tool for Addressing Health Equity*
- *Designing Innovations in Public Health Practice*
- *Systemic Intelligence: A Misunderstood, Underutilized and High Leverage Leadership Capacity (Leadership Track)*

11:45 AM – 1:00 PM

Lunch – On Your Own

1:00 PM – 2:30 PM	Breakout Session #2 – Five, 90-Minute Workshops <ul style="list-style-type: none"> • <i>Don't Find Yourself Behind the 8 Ball? Start Preparing for Reaccreditation NOW!</i> • <i>Making Equity Actionable: A Hands-on Exploration of the "Advancing Health Equity" Critical Thinking Tool</i> • <i>Developing a Strategic Plan Focused on Health Equity and Systemic Change</i> • <i>TBD (Still under construction.)</i> • <i>Leading through the Uncertainty of Change (Leadership Track)</i>
2:30 PM – 2:45 PM	Transition Break
2:45 PM – 3:45 PM	Poster Session <ul style="list-style-type: none"> • <i>Enhancing the Community Health Worker Pipeline through the Grow Healthy Together Pathways Community HUB</i> • <i>The Impact of an Emoji's Patient Satisfaction Survey as a System Thinking Quality Improvement Tool</i> • <i>A systems level approach to building collaborative partnerships that catalyze leadership development and sustainable community health outcomes</i> • <i>Succession Planning; Strategic Workforce Planning for Population Health Excellence</i> • <i>How we upgraded our performance measurement system from a Model T to a Toyota Prius</i> • <i>How to Address Barriers to a Culture of Quality Improvement in your Organization</i> • <i>Click a Pic for Health: Photovoice as a Tool for Community Health Assessment and Academic Partnership</i> • <i>Florida's Performance Management Councils: Assessing and Improving</i> • <i>Making the Public Health System Assessment Accessible: Modifying the Tool to Meet the Needs of Your Constituents with a Focus on Health Equity</i> • <i>Painting a more equitable landscape for food security</i>
3:45 PM – 4:00 PM	Transition Break
4:00 PM – 5:00 PM	Breakout Session #3 – Five, 60-Minute Workshops

- *We had no idea health departments did ALL THAT! Crafting effective communications on local public health impact and value*
- *Plan-Study-Do-Act in Action: One health department's experience developing performance dashboards with ASTHO technical assistance*
- *How to Use the Opioid Misuse Community Assessment Tool*
- *Building Performance Improvement Skills to Support Public Health*
- *Time for Action: Using the MAPP Action Cycle to Implement Your CHIP*

Thursday – June 13, 2019 – Day 2 PHIT

8:30 AM – 10:00 AM	Breakout Session #4 – Five, 90-Minute Workshops (Repeated Sessions) <ul style="list-style-type: none"> • <i>Making Equity Actionable: A Hands-on Exploration of the "Advancing Health Equity" Critical Thinking Tool</i> • <i>Health Equity Action Labs: Creating 100 Million Healthier Lives, 100 Days at a Time</i> • <i>Designing Innovations in Public Health Practice</i> • <i>Leading through the Uncertainty of Change</i> • <i>Systemic Intelligence: A Misunderstood, Underutilized and High Leverage Leadership Capacity</i>
10:00 AM – 10:15 AM	Transition Break
10:15 AM – 11:45 AM	Breakout Session #5 – Five, 90-Minute Workshops <ul style="list-style-type: none"> • <i>Ripple Effects Mapping: A tool for evaluating systems-level work</i> • <i>Systems Practice for Health Equity: The Health Equity Game</i> • <i>Top Five Strategies to Building a Dazzling Workforce Development System: From Under-Resourced Action Plan to Accredited</i> • <i>Merging Community Health Improvement and County Comprehensive Planning: Fulfilling Mandates While Achieving Measurable Results</i> • <i>QI Tools and Techniques</i>
11:45 AM – 1:00 PM	Lunch – On Your Own

1:00 PM – 2:00 PM	Breakout Session #6 – Five, 60-Minute Workshops <ul style="list-style-type: none"> • <i>Democratizing Data: Advancing Health and Equity with Community-Centric Assessments</i> • <i>Dusting off Your Plans: Operationalizing Ideas into Action</i> • <i>Creating an Organizational Performance Management System</i> • <i>Many SHIPs in the sea: Looking across SHIPs to identify patterns and emerging trends</i> • <i>Building your Public Health System Utopia</i>
2:00 PM – 2:15 PM	Transition Break
2:15 PM – 3:15 PM	Closing Session <ul style="list-style-type: none"> • <i>Everyday Wellness for Public Health Workers</i> • <i>PHIT Action Planning</i>

Friday – June 14, 2019 – Post-PHIT Workshops

8:30 AM – 12:30 PM	<i>Why our best efforts and intentions fall short: A systems thinking learning lab to address complex, “wicked problems”</i> There is no cost to attend. Session is limited to 30 participants.
8:30 AM – 12:30 PM	<i>Accredited Health Department Learning Community</i> Participants must be representing an accredited health dept. PHAB has provided a similar workshop in California, Illinois, Kentucky, Ohio, Oklahoma and Oregon, priority will be given to health depts who have not attended a previous workshop. Session is limited to 25 participants. There is no cost to attend.

Post-PHIT Workshop Descriptions

Why our best efforts and intentions fall short: A systems thinking learning lab to address complex, “wicked problems”

Brittany Argotsinger, Centers for Disease Control and Prevention

Cynthia Lamberth, Kentucky Population Health Institute

On the way to improving population health, public health practitioners encounter messy, complex challenges, sometimes called, “wicked problems.” They can be pressing health issues with no single solution, like substance abuse or infant mortality. Or, they can be structural, like retaining qualified staff, improving coordination among community partners in a planning effort, or exploring ways to shift agency resources to better address social determinants of health. **How many times have we tried to solve these issues, yet our best efforts and intentions fall short, instead producing solutions that “backfire” or result in very little change?**

This session will build your confidence to use a systems thinking mindset and tools to think differently about and address wicked problems. Through a series of sequential exercises, you will practice systems thinking inquiry behaviors and tools, such as rich pictures, causal (reinforcing and balancing) loops, and stock-and-flow (structure) diagrams that allow you to see the “Big Picture,” make implicit assumptions explicit, and identify places for high-leverage intervention. No prior experience with systems thinking is needed, but those with prior exposure to the concepts will benefit from a hands-on deeper dive into application. Participants will come away equipped to identify concrete, high-leverage actions that use resources efficiently, improve performance in a meaningful way, and minimize unintended negative consequences.

There is no cost to attend.

By the end of this session, participants will be able to:

- Practice inquiry behaviors that surface assumptions and generate insights about complex challenges before solutions are proposed.
- Use visualization tools, such as rich pictures, behavior over time graphs, causal loop diagrams, and stock and flow maps, that promote collaborative learning about complex challenges.
- Analyze visual representations of a system to identify and communicate leverage points where action is likely to result in fundamental improvements in outcomes with minimal unintended consequences.

Accredited Health Department Learning Community

April Harris, Public Health Accreditation Board (PHAB) Accreditation Specialist

This session will convene accredited health departments to discuss a variety of topics. Participants will be involved with active conversation about the required Annual Report process, quality improvement work within health departments and in communities, as well as reaccreditation. Much of the focus on this convening will be providing an opportunity for accredited health departments to learn from each other while also offering feedback to PHAB. PHAB staff will facilitate interactive conversations and lead a learning exercise.

By the end of this session, participants will be able to:

- Define PHAB's requirements of the Annual Report
- Demonstrate greater awareness of the reaccreditation process
- Discuss examples of how accredited health department are incorporating quality improvement

This will be held on Friday, June 14th from 8:30–12:30pm. Food will not be provided.

Participants must be representing an accredited health department. PHAB has provided a similar workshop in California, Illinois, Kentucky, Ohio, Oklahoma and Oregon, so priority will be given to health department who has not attended a previous workshop. This will be limited to 25 participants.

There is no cost to attend.