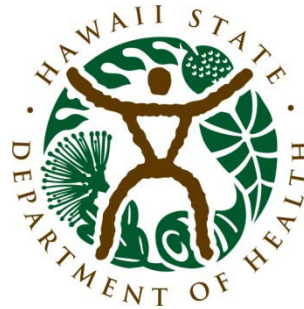


# HAWAI'I DEPARTMENT OF HEALTH WORK PLAN

Version: February 2012



This document is a companion to the Hawai'i Department of Health's (DOH) Strategic Plan, "Foundations for Healthy Generations." It is intended to be a living document that describes DOH's progress in achieving fundamental, cost-effective, and sustainable improvement in health status that will improve outcomes and reduce long term cost.

The work plan will be updated periodically to reflect completed projects and new initiatives as resources become available. Subsequent versions will feature program metrics, baselines, and targets that will eventually evolve in the Department Scorecard. Please check the website address below for future updates:

<http://hawaii.gov/doh/strategicplan>

## Acronyms

<b>ADAD</b>	Alcohol and Drug Abuse Division
<b>AMHD</b>	Adult Mental Health Division
<b>ASO</b>	Administrative Services Office
<b>CAMHD</b>	Child and Adolescent Mental Health Division
<b>CAO</b>	Compliance Assistance Office
<b>CDD</b>	Communicable Disease Division
<b>CO</b>	Communications Office
<b>DDD</b>	Developmental Disabilities Division
<b>DHO</b>	District Health Offices (Hawaii, Kauai, or Maui)
<b>DOCD</b>	Disease Outbreak and Control Division
<b>EHS</b>	Environmental Health Services Division
<b>EMD</b>	Environmental Management Division
<b>EMSSB</b>	Emergency Medical Services & Injury Prevention System Branch
<b>FHSD</b>	Family Health Services Division
<b>HEER</b>	Hazard Evaluation and Emergency Response Office
<b>HISO</b>	Health Information Systems Office
<b>HRO</b>	Human Resources Office
<b>HS</b>	Hawaii State Hospital
<b>OHCA</b>	Office of Health Care Assurance
<b>OHSM</b>	Office of Health Status Monitoring
<b>OPIE</b>	Office of Performance Improvement and Excellence
<b>OPPPD</b>	Office of Planning, Policy, and Program Development
<b>SLD</b>	State Laboratories Division
<b>TSP</b>	Tobacco Settlement Program

**GOAL 1: Eliminate disparities and improve the health of all groups throughout Hawai'i**

<b><u>OBJECTIVES</u></b>	<b><u>STRATEGIES</u></b>	<b><u>INITIATIVES</u></b>	<b><u>PROGRAM</u></b>
<b>1 - 1: Improve access, affordability, and quality of care</b>	<b>Expand telehealth services statewide</b>	Assess, expand, and refine the use of video conferencing for judiciary-related purposes and clinical service delivery	AMHD, CAMHD, HSH
		Adopt and adhere to American Telemedicine Association Guidelines	AMHD, CAMHD
		Increase genetic consultations and counseling especially for newborn screening follow-up via telehealth to neighbor islands	FHSD
		Implement genetics education statewide using videoconferencing	FHSD
	<b>Ensure integration of behavioral health with primary care</b>	Establish formal relationships between community behavioral health centers and primary care centers	AMHD, OPIE
		Establish linkages with primary care providers and behavioral health providers	AMHD, CAMHD
		Expand training on trauma-informed care	AMHD, CAMHD
		Develop a consultation system to provide sub-specialty support for primary care providers	CAMHD
		Develop a fetal alcohol syndrome prevention pilot program	CAMHD, FHSD
	<b>Develop process to coordinate care and services through increased use of Community Health Workers to ensure comprehensive support to consumers</b>	Assess the needs and gaps in rural communities	FHSD
		Provide a community health worker service plan	OPPPD
		Establish system to collect and analyze data for tracking access and quality issues in remote or disparate areas	OPPPD
		Increase access to pediatric specialty services for neighbor island children/youth with special health care needs	FHSD
		Provide family planning services to underserved populations	FHSD
		Administer early intervention services for children age 0-3 years with or at biological risk for developmental delays	FHSD
		Expand the availability of prenatal and postpartum care coordination services for women residing in Hawai'i County at high risk for poor birth outcomes/infant mortality	FHSD
	<b>Develop and strengthen partnerships to improve access and coordination of care for uninsured and underinsured individuals, rural communities, and others with limited access to health resources</b>	Partner with community health centers to provide oral health screening and fluoride varnishes at WIC sites	FHSD
		Establish an interagency group to assess and recommend interventions for issues relating to access and affordability for under-served and low-income populations	OPPPD
		Ensure that insurance coverage for behavioral health services meets or exceeds federal "parity" requirements	ADAD
		Assess and develop initiatives to increase access to oral health care for consumers with developmental disabilities	DDD

		Invest in and rely on Neighbor Island expertise and local control	DHO
		Reduce the stigma associated with mental illness, disabilities, and other conditions to encourage treatment and dialogue	ADAD, AMHD, CAMHD, DDD
		In partnership with The Queens Medical Center and Papa Ola Lokahi, improve access to cancer clinical trials - especially those who are from underserved communities	TSP
		Partner with local rural health advocates, area health education councils, medical schools, etc to increase the number of health professionals in underserved or rural areas	OPPPD
		Ensure WIC services in medically underserved areas and provide appropriate referrals to medical and dental homes, including immunizations	FHSD
		Recruitment & retention of primary care practitioners serving in medically underserved areas in the State	FHSD
		Ensure access to comprehensive primary care by establishing & renewing Health Professional Shortage Area designations in medically underserved areas	FHSD
		Implement enhancements to electronic health records, utilization management, and claims payment system	AMHD
	<b>Enhance and improve health service experiences through improved communications electronic, mobile, interface - blogs, text, podcasts, social media</b>	Refine and implement recommendations of the Social Determinants of Health Working Group	OPPPD
		Publish statewide Health Equity Report and Score Card	OPPPD
		Strengthen partnerships with the Office of Public Health Studies (JABSOM) and University of Hawai'i in general to publish original research highlighting issues and data specific to Hawai'i	OPPPD
		Build WIC workforce capacity in participant-centered services to improve health outcomes by changing nutrition and physical activity behaviors of WIC clients	FHSD
		Develop multimedia education and intervention tools leveraging social media	All Programs
		Develop health education materials on-line in primary languages spoken by surrounding communities	OPPPD
		Use e-health to improve access to medical information and advice on environmental conditions that influence health	All Programs
<b>Influence government practice and policy to support health equity goals</b>	Update State guidelines on environmental justice	EHSD	
<b>1 - 2: Increase culturally- and community-oriented interventions</b>	<b>Integrate community and family engagement in program development</b>	Conduct consumer and community roundtables on a regular basis with a mutual agenda that includes input from the community and consumers to improve services	All Programs
		Encourage participation of DOH programs in community events	All Programs

		Increase capacity of Hawai'i's public housing management and residents to implement integrated pest management strategies which will help prevent asthma exacerbations	TSP
		Support the Primary Care/ Behavioral Health Medical Home Pilot Project in Hilo & Kalihi-Palama	OPPPD, FHSD
		Coordinate with community-based Local Area Consortia to identify causes of disparities to reduce infant mortality among women residing in Hawai'i County and to develop and implement solutions to address the barriers	FHSD
		Convene community advisory committees for children with special health needs programs that include family representatives to provide input on program and policy development	FHSD
	<b>Establish the Office of Health Equity</b>	Highlight best practice models that have been culturally tailored to Hawai'i residents	All Programs
		Incorporate cultural and linguistic competency training into contractual training and professional development requirements, eg Title VI, for contracted services	All Programs
		Establish surveillance system on adoption of Cultural and Linguistic Appropriate Services (CLAS) standards	OPPPD
		Promote the concept of Health In All Policies and establish consultative relationships with the American Public Health Association, Center for Public Health Policy, and local, regional, and national interest groups	OPPPD
		Convene inter-agency workgroups to establish agreements to coordinate statutes, rules, and planning to support public health and health equity goals	OPPPD
	<b>Improve health literacy for all demographic groups</b>	Encourage the participation of consumers and community members on special DOH projects of particular interest to a group or geographic area	All Programs
		Partner with the State Early Learning Council to develop Family Engagement Standards by reviewing and utilizing community based models including the Community Cafés to work with early childhood partners	FHSD
		Partner with Department of Human Services Head Start Collaboration Office to promote health and safety practices in Early Head Start and Head Start programs	FHSD
		Work with professional medical and environmental groups and other government agencies to increase the number of individuals from marginalized or recent immigrant groups in their membership and leadership	All Programs
<b>1 - 3: Collaborate on the development of longitudinal, unified, and interactive data systems to document</b>	<b>Improve data collection systems to increase the accuracy and consistency of data gathered on race, ethnicity and other determinants of health</b>	Create an outcome dashboard for client progress to trend progress with routine testing tools over time	CAMHD
		Develop reports linking DOH services to outcomes and cost of care, including identifying clients receiving care from two or DOH programs	AMHD, OPIE

<b>health status and risk factors</b>	<b>Increase dissemination of information from publicly available surveillance systems which track cultural, linguistic, environmental, and socioeconomic factors related to poor health outcomes</b>	Support targeted population and sub-population studies that provide disaggregated data to more accurately explain the health status of all groups	All Programs
		Publish & distribute Primary Care Needs Assessment Data Book to identify critical service areas throughout the state	FHSD
		Develop electronic child health information system to improve identification, follow-up, treatment, management and care coordination throughout DOH programs and contracted providers	FHSD
		Convene technical and program stakeholders to plan electronic child health information system to improve identification, follow-up, treatment, management and care coordination throughout DOH programs and contracted providers	FHSD
		Collect and review data on patient visits, costs and reimbursements for genetic and newborn screening services to determine best practices and implement activities to meet best practices	FHSD
		Expand vaccine-preventable disease surveillance with the US Associated Pacific Islands	DOCD
	<b>Expand the health outcomes dashboard</b>	Establish DOH public health informatics governance structure to inventory and identify key data elements	All Programs
<b>1 - 4: Reduce stigma associated with health conditions</b>	<b>Increase public awareness and interest in mental health issues</b>	Develop social marketing plan addressing mental health stigma and engaging community stakeholders and consumers to inform policy development	OPIE
	<b>Expand the person-centered care model</b>	Execute Participant Agreement with National Academy for State Health Policy Health Equity Learning Collaborative	OPIE, OPPPD
	<b>Expand prevention and treatment programs focused on high-risk populations</b>	Integrate adult virus Hepatitis prevention programs into STD/AIDS Prevention Program	CDD
		Update standards for managing and treating STDs through published medical advisories, lectures, social media, and special state conferences	CDD
	Improve tuberculosis control by emphasizing screening for patients at-risk for progress to active tuberculosis, and introducing new treatment alternatives for latent tuberculosis	CDD	

## GOAL 2: Attain lifelong quality health free from preventable disease, avoidable disability, and premature death

<u>OBJECTIVES</u>	<u>STRATEGIES</u>	<u>INITIATIVES</u>	<u>PROGRAM</u>
<b>2 - 1: Improve quality of life and healthy development across all stages of life</b>	<b>Support the healthy development of children and adolescents</b>	Create a transition team for high schoolers which supports people with developmental disabilities getting employment	DDD
		Promote community immunizations programs	DOCD
		Establish a public-private partnership to continue the "Stop Flu at School" program	DOCD
		Provide training for suicide prevention gatekeepers for youth	EMSSB
		Implement a hospital-based family & newborn screening for psychosocial and health indicators	FHSD
		Work with the Early Learning Council and early childhood partners to promote optimal child development for young children and their families	FHSD
		Promote portable health records for children with special health needs to be used in emergency and transition situations	FHSD
		Use birth defects data to monitor any increases in birth defects in order to investigate and mitigate the cause	FHSD
		Expand the high-risk family home visitation program	FHSD
		Provide nutrition education to young families to support healthy birth outcomes, and healthy development of young children	FHSD
		Create an anti-sugary drinks campaign targeting teenagers 12-18 years old	TSP
	Implement the Baby-Friendly Hospital project to help hospitals complete the "Ten Steps to Successful Breastfeeding" to achieve Baby-Friendly status	TSP	
	<b>Support geriatric and long-term health care needs</b>	Develop and expand long term care options for the Hawai'i State Hospital	HSH
		Expand the medicaid waiver support services which enables people with developmental disabilities to live in the community throughout their lives	DDD
	<b>Increase access to preventive services throughout the life cycle, including mental health</b>	Utilize the screening, brief intervention, and referral for treatment (SBIRT) evaluation system	ADAD
		Participate in community educational activities to support screening for awareness of and early intervention for mental health issues	AMHD
		Offer training and education on suicide prevention for adults	AMHD
Conduct drills for emergency mass vaccination response situations		DOCD	

		Convene the Early Childhood Screening Inter-Agency workgroup promoting importance and impact of early childhood developmental screening	FHSD
		Convene a workgroup to improve services for youth with special health care needs to transition to adult health care and independence	FHSD
		Increase access to chronic disease prevention services	TSP
<b>2 - 2: Increase promotion of healthy choices and behaviors</b>	<b>Promote key messages throughout all programs and policies</b>	Collaborate with the Children's Trust Fund to promote the "One Strong 'Ohana" public awareness campaign to prevent to child abuse and neglect	FHSD
		Implement smoke-free policies at public housing campuses	TSP
	<b>Promote good nutrition and physical health</b>	Produce an anti-sugar sweetened beverage masss media campaign	DHO
		Create the Sugary Drinks Communications workgroup to plan and disseminate standartized messaging across agencies and organizations	TSP
		Provide anemia testing, and screen for age-appropriate weight and height/length	FHSD
		Convene Early Childhood Obesity Prevention Workgroup to promote physical activity and nutrition for young children and their families	FHSD
		Increase tuburculosis awareness, prevention and treatment through educational outreach to high-risk populations	CDD
		Implement the fall prevention for older adults campaign	EMSSB
	<b>Promote positive social and emotional health</b>	Offer training and education on suicide prevention for adults	AMHD
		Provide training for suicide prevention gatekeepers for youth	EMSSB
		Provide community-based training for early childhood practitioners on young children's social and emotional development	FHSD
		Implement the Hawai'i State Hospital health and wellness initiative	HSH
<b>2 - 3: Increase adoption of evidence-based interventions to improve health</b>	<b>Collaborate with stakeholders to address root causes of premature disease and death</b>	Integrate risk and protective factor data in implementing evidence-based substance abuse prevention services	ADAD
		Expand the HIV drug assistance and insurance continuation program	ADAD, CDD
		Work with health plans and primary care providers on care pathways for common conditions	AMHD
		Support health care quality improvement efforts to reduce patient harm	DOCD, OPPPD
		Promote regular blood pressure screenings and accurate readings	TSP
		Create a media campaign promomting heart disease and stroke prevention in coordination with Hawai'i's health insurance providers	TSP
		Collaborate with the Children's Trust Fund to increase awareness of evidence-based protective factors for family strengthening among family service providers	FHSD
		Provide statewide training on fetal alcohol spectrum disorders prevention, identification and interventions	FHSD
		Oversee implementation of evidence-based teen pregnancy prevention programs for high risk populations	FHSD



	<b>Influence system-wide changes in partnership with other agencies to address health-related issues of housing, education, safe communities, and health-promoting environments</b>	Participate actively with Hawai'i Interagency Council on Homelessness	AMHD
		Expand the implementation of worksite wellness programs across State and County agencies	TSP
		Partner with the City & County of Honolulu's Parks and Recreation Department to provide healthier options in vending machines and increase opportunities for physical activity	TSP
		Partner with the Department of Education's School Food Services Branch to develop healthier recipes and provide cafeteria staff training	TSP
		Support Department of Education's Health & Physical Education programs through teacher training and systems improvements	TSP
	<b>Implement meaningful use of client and community health data</b>	Upgraded vital records systems to meet federal health information technology meaningful use standards	OHSM
		Connection of vital statistics and disease surveillance systems to improve population health management and epidemiological services	OHSM
		Continue convening epidemiological work groups to integrate multiple data sources (eg public health, law enforcement, criminal justice, education, etc) in community-based planning	ADAD
		Employ enhanced molecular technology to detect and respond to respiratory and food-borne diseases	DOCD, SLD
		Upgrade electronic disease surveillance system and improve interfaces with existing systems, eg State Labs, Hawai'i Immunization Information Systems, CDC National Electronics Telecommunications System for Surveillance	DOCD
		Maintain a surveillance system with hospitals to provide alerts on potential critical public health situations	TSP
		Make public health reports accessible online in easy-to-read formats for both public and professional audiences	TSP
		Continue to support the publication of the Hawai'i Journal of Medicine and Public Health	TSP

**GOAL 3: Mitigate, respond to, and recover from external natural or man made threats impacting individual and community well-being**

<b><u>OBJECTIVES</u></b>	<b><u>STRATEGIES</u></b>	<b><u>INITIATIVES</u></b>	<b><u>PROGRAM</u></b>
<b>3 - 1: Increase the State's readiness to mitigate external threats</b>	<b>Increase DOH staff and partner agencies' knowledge of mitigating health and environmental threats</b>	Provide on-going professional development, training, and technology support for new and classic methods of infectious disease detection and identification	DOCD, EMD
	<b>Develop data sharing systems to report timely, accurate, clear, and useful information to monitor threats and make decisions</b>	Upgrade the State electronic communicable disease surveillance system to include bioterrorism agents	CDD, DOCD, SLD
		Create geographic information system (GIS) mapping to track disease outbreaks	DOCD
	<b>Ensure residents and visitors are prepared for infectious, environmental, and terroristic threats</b>	Conduct emergency preparedness initiatives for disability and limited access communities	DDD
		Conduct the "Feeling Safe, Being Safe" train-the-trainer project with volunteers with disabilities prepare for emergencies	DDD
		Develop education and outreach plans to increase collaboration with persons with access and functional needs in an emergency	DOCD
<b>3 - 2: Increase the State's readiness to respond to external threats</b>	<b>Increase DOH staff capacity to respond to health and environmental emergencies</b>	Establish the departmental All-Hazards Plan	DOCD
		Maintain the departmental Continuity of Operations Plan	DOCD
		Enhance capacity of and drill Department Operations Center, including interagency tabletop exercises	DOCD
	<b>Expand collaboration with other response agencies</b>	Enhance and expand the Medical Reserve Corps	DOCD
		Integrate response plans with State Civil Defense and City & County response efforts	EMD, EMSSB
		Deploy Kauai's Innovative Response Training (IRT)	DHO
		Engage Hawai'i's Fusion Center, Pacific Regional Intelligence Clearing House and establish data and communication protocols with other key partners	DOCD
	<b>Maintain necessary response supplies</b>	Assure stable supply of vaccination and prophylaxes as necessary in critical, urgent community events	DOCD

3 - 3: Increase the State's capacity to recover from external threats	<b>Expand partnerships with other recovery agencies</b>	Continue response and recovery exercises and training with Clean Islands Council, petroleum industry, utilities, and federal, state, and county agencies (e.g., US EPA, US Coast Guard, DOH Radiation Response, civil defense)	HEER
		Implement rapid web site push for response and remediation projects	HEER
	<b>Ensure adequate funding and staff support to maintain oil and chemical emergency response and clean up</b>	Enhance enforcement and surveillance of delinquent spill notifications	HEER

## GOAL 4: Create social and physical environments that promote and support good health for all

<b>OBJECTIVES</b>	<b>STRATEGIES</b>	<b>INITIATIVES</b>	<b>PROGRAM</b>
<b>4 - 1: Improve environmental protection</b>	<b>Enforce state and national standards for clean air, land, coastal and inland water, drinking water, and wastewater systems</b>	Support and regulate statewide recycling efforts	EMD
		Protect island ground water from contamination and misuse	EMD
		Promulgate rules for reduction of green house gas emissions to 1990 levels	EMD
	<b>Collaborate with stakeholders to protect the environment</b>	Public and private partnerships to actively clean up contaminated lands	EMD
		Implementation of county coalitions' built environment plans for pedestrians, bicycles and motorized vehicles	DOH, TSP
	<b>Support DOH staff capacity to protect the environment</b>	Provide cross-training for the environmental workforce on a consolidated environmental health campus	EHSD, EMD
<b>4 - 2: Improve consumer health</b>	<b>Strengthen environmental health protection policies</b>	Require application of national health standards for pharmaceutical purity, retail food, and food manufacturing facilities	EHSD
		Introduce comprehensive E-waste recycling legislation	EMD
		Reestablish the shellfish sampling and testing program	EHSD
	<b>Protect the public from harmful substances</b>	Monitor exposure to harmful noise, radiation, lead, and asbestos	EHSD
		Control alien and harmful species that can spread disease to humans	EHSD
		Assure the purity and safety of the water we drink, the air we breathe, the land we live on, and the ocean we live in	EMD
		Enhance and enforce tobacco and smoke-free policies	ESP
		Launch an app-based ocean water quality alert system	EMD
		Debut a website with near real-time alerts for hazard evaluation and emergency response information	EMD
		Activate the online restaurant sanitation inspection report system	EHSD
<b>4 - 3: Improve industry's ability to protect the environment</b>	<b>Increase industry knowledge of environmental protection</b>	Conduct informational workshops to improve education to businesses about environmental regulations and laws that may affect them	CAO
	<b>Continue to enforce environmental regulations</b>	Monitor and regulate solid and hazardous waste facilities and practices	EMD

## GOAL 5: Develop internal systems to assure timely consumer responsiveness and satisfaction

<u>OBJECTIVES</u>	<u>STRATEGIES</u>	<u>INITIATIVES</u>	<u>PROGRAM</u>
<b>5 - 1: Increase the implementation of management science best practices</b>	<b>Improve business processes and outcomes</b>	Complete a management audit and reorganization of adult mental health enterprise-wide operations	AMHD
		Reduce cycle time for core business processes	All Programs
		Streamline behavioral health contracting and provider monitoring: centralize contracts management and improve provider monitoring with BHA Divisions	ADAD, AMHD, CAMHD, DDD, OPIE
		Complete the pilot project with Department of Human Resources Development to delegate various centralized classification, recruitment and personnel actions function unique to DOH	HRO
		Implement interagency "rap back" criminal background check system	OHCA
	<b>Increase transparency</b>	Adult Mental Health business processes will be written and available	AMHD
		Establish an inter-agency working group to streamline and prioritize critical functional and programmatic activities	All Programs
		Implement a paperless document management system and online collaboration tool for administrative functions	All Programs
	<b>Cultivate an organizational learning philosophy</b>	Provide training on quality and process improvement	OPPPD
		Establish a department-wide performance management and improvement council	OPPPD
	<b>Follow national recommendations and best practices</b>	Sponsor and conduct trainings for substance abuse counselors to meet International Certification and Reciprocity Consortium (IC&RC) requirements	ADAD
		Achieve accreditation by national mental health organizations	AMHD
		Actively participate in the National Core Indicators (NCI) and the Statewide Employment Leadership Network (SELN), both setting national standards for the supports and employment of people with developmental disabilities	DDD
		Achieve public health accreditation	All Programs
	<b>Improve policy change control and compliance</b>	Share policies and procedures across Behavioral Health Divisions	ADAD, AMHD, CAMHD, DDD, OPIE
Provide appropriate training and support in promulgating administrative rules to ensure DOH programs are operating under current and relevant rules		OPPPD	
<b>5 - 2: Improve coordination of</b>	<b>Maximize federal and private grant funding</b>	Apply for federal grants that include infrastructure support to assure both services and business operations are improved	AMHD

funding and prioritization across programs		Modify Hawai'i Administrative Rules on billing related to Federal CMS certification of Hawai'i State Hospital	AMHD	
		Seek out RFAs and collaborate across Behavioral Health Divisions to write and submit grant applications	OPIE	
	Maximize Medicaid and private revenues		Implement the System Improvement Project to maximize Medicaid revenue through billing for services rendered and third parties	AMHD
			Plan for expedited enrollment of Medicaid-eligible consumers	AMHD, CAMHD, OPIE
			Evaluate RMS program	OPIE
Maximize state funding		Integrate the adult viral hepatitis program with STD/AIDS prevention program	CDD	
5 - 3: Improve customer satisfaction with DOH programs and services	Increase coordination of multiple program service delivery	Coordinate services and programs at the county-level Aging and Disability Resource Centers (ADRCs)	DDD	
		Modify adult mental health services and programs based on consumer satisfaction survey results	AMHD	
	Ensure the quality of foreign language interpretation and translation services for DOH programs	Develop and implement translator certification and training at the Hawai'i State Hospital	AMHD	
	Expand user-friendly web-based applications		Implement an electronic marriage license and civil union system	OHSM
			Create a publicly accessible electronic warehouse of environmental permit and facility information	EHSD, EMD
			Implement an online provider management system which contracted providers can check on claims and payments	AMHD
5 - 4: Ensure timely, accurate, useful, and clear public health information and risk communication	Expand integration of health information systems	Migrate to cloud computing architecture	HISO	
		Maintain the Hawai'i Health Data Warehouse and Hawai'i Health Matters data websites	TSP	
	Ensure proper data and information for decision making		Implement a behavioral health fiscal and quality dashboard	ADAD, AMHD, CAMHD, DDD, OPIE
			BHA Divisions develop and implement regular quarterly fiscal, quality and utilization reports to review and measure progress and take corrective actions	ADAD, AMHD, CAMHD, DDD, OPIE
			Implement a department-wide performance management reporting system	OPPPD
	Leverage social media to engage community discussion and		Promote the prevention of childhood obesity & diabetes	FHSD