BUREAU DE SANTÉ DE MIDDLESEX-LONDON HEALTH UNIT

Review of Public Health Services in Middlesex County
Action Planning

#	Recommendation	#	Action Item	Lead	Expected Date of Completion / Implementation
1	**Establish regular communication channels (delegations, newsletters / correspondence) to all municipal councils (upper and lower tier)**	1	*Develop Board of Health Governance Policy for Relationships with Other Health Service Providers and Key Stakeholders that outlines regular communication channels*	o Manager, Privacy, Risk and Governance o Manager, Program Planning and Evaluation o Manager, Communications o Manager, Health Equity and Indigenous Reconciliation	On hold pending public health restructuring
1		2	*Schedule and conduct regular delegations to all municipal councils (at least once every two years)*	o MOH / CEO o Senior Leadership Team	2020 - Q4
1		3	*Board of health updates sent as correspondence following each board meeting*	o MOH / CEO o Executive Assistant to the Board of Health	2019 - Q4
1		4	*Provide informational packages about public health to all municipal candidates running for municipal council*	o Executive Assistant to the Board of Health	2022 - Q4
2	**Enhance staff and programming presence at the Strathroy office**	5	*Ensure intake line project considers a dedicated staff person in Strathroy to provide in-person and over the phone service*	o Intake Line Project Team	2020 - Q1
2		6	*Identify programs and make changes that could enhance programming to meet community health needs*	o Program Planning and Evaluation Team o Program Teams	2019 - Q4
3	**Explore a partnership with Middlesex County to utilize comprehensive libraries for program and service delivery**	7	*Identify current leases and other spaces that are utilized across Middlesex County*	o Manager, Procurement and Operations	2020 - Q2
3		8	*Identify an MLHU lead to act as the liaison with Middlesex County Library*	o Manager, Procurement and Operations	2019 - Q3
3		9	*Identify programs that could enhance service delivery through the use of comprehensive libraries*	o Program Planning and Evaluation Team o Program Teams	2019 - Q4

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4	**Ensure MLHU's planning processes takes into consideration the public health needs of Middlesex residents and that staff seek input from Middlesex residents**	10	*Revise the planning and evaluation framework (PEF) to consider the public health needs of county residents* o *Situational Assessment Stage Guide* o *Population Health Assessment and Surveillance Tool* o *Program Description* o *Intervention Description* o *Engage Stakeholders Concept Guide* o *Stakeholder Analysis Tool*	o Program Planning and Evaluation Team o Population Health Assessment and Surveillance Team	2019 - Q3
4		11	*Disaggregation of data to allow for identification of needs for different areas of Middlesex County*	o Population Health Assessment and Surveillance Team	Ongoing
4		12	*Seek input from Middlesex residents on programming decisions*	o Program Teams	Ongoing
5	**Develop data sharing agreements with local organizations**	13	*Catalogue existing data sharing agreements and establish a process for developing new agreements*	o Manager, Privacy, Risk and Governance	2019 - Q3
5		14	*Identify organizations with whom data sharing would enhance MLHU planning*	o Population Health Assessment and Surveillance Team	2019 - Q4
5		15	*Engage with organizations to establish data sharing agreements*	o TBD	Ongoing
5		16	*Use data in ongoing MLHU planning*	o Program Teams o Population Health Assessment and Surveillance Team o Program Planning and Evaluation Team o Health Equity Core Team	Ongoing
6	**Develop a community engagement strategy that includes stakeholders identified during asset mapping**	17	*Develop policy for Community Engagement*	o Manager, Privacy, Risk and Governance o Manager, Program Planning and Evaluation o Manager, Communications o Manager, Health Equity and Indigenous Reconciliation	2019 - Q4

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6		18	*Develop community partner inventory to assist programs with identifying stakeholders for community engagement*	o Program Planning and Evaluation Team	2019 - Q4
7	**Increase opportunities to deliver services and connect with Middlesex County residents online, over the phone and through other non-physical means**	19	*Consider additional services available online and over the phone that are not currently offered*	o Intake Line Project Team o Program Teams	Ongoing
8	**Develop mechanisms for the public to provide feedback on how to improve service delivery**	20	*Implementation of the Client Experience Surveys*	o Client Experience and Community Partner Experience Project Team o Program Planning and Evaluation Team	2020 - Q4