

TO: Chair and Members of the Board of Health

FROM: Christopher Mackie, Medical Officer of Health / CEO

DATE: 2019 December 12

PUBLIC HEALTH SERVICES IN MIDDLESEX COUNTY - UPDATE

Recommendation

It is recommended that the Board of Health:

- 1) Receive Report No. 075-19, re: “Public Health Services in Middlesex County – Update” for information; and***
- 2) Direct staff to forward the update to Middlesex County Council.***

Key Points

- The Middlesex-London Health Unit (MLHU) provides services in every community throughout Middlesex County, including inspecting every restaurant, visiting many homes, and larviciding mosquitos in thousands of catch basins.
- MLHU reviewed services in the County to ensure the public health needs of County residents are met.
- MLHU conducted a multi-component service review that identified stakeholder priorities, current service delivery practices, best practices and action items.
- In summary, in 2019, eight (8) action items are in implementation phase and remain on track, two (2) are ahead of schedule, one (1) fell behind schedule and five (5) action items are ongoing. One (1) action continues to be on hold in anticipation of regional amalgamation, and three (3) action items are scheduled for implementation in 2020 and beyond.

Background

The Middlesex County Public Health Services Review (MCPHSR) examined the programs and services delivered within the mandate outlined in the *Health Protection and Promotion Act* and the *Ontario Public Health Standards: Requirements for Programs, Services, and Accountability*. The review process was conducted throughout the spring and summer of 2018, and recommendations in the form of action items were approved by the Board of Health (“BOH”) at their meeting in September 2018.

The information gathered in the review was analyzed to describe an overview of MLHU programs and services, key stakeholder priorities, current population health status, best practices identified from research and other Ontario public health units, and consideration for future MLHU practice. Overall, the health status of Middlesex County compares favorably to the rest of Ontario across a wide range of health indicators.

The MCPHSR, as previously presented in Report No. 055-18, is attached as [Appendix A](#). The data sources reviewed in that report are attached as [Appendix B](#).

2019 Activity

Based on the findings of the Review of Public Health Services in Middlesex County, eight (8) broad recommendations were developed with twenty (20) specific action items identified. As of this date, eight (8) action items are in implementation phase and remain on track, two (2) are ahead of schedule, one (1) fell behind schedule and five (5) action items are ongoing. One (1) action continues to be on hold in anticipation of regional amalgamation, and three (3) action items are scheduled for implementation in 2020 and beyond.

Eight (8) actions items that were identified for implementation in 2019 and two (2) items that were scheduled for completion in 2020 have progressed. These include:

- Board of Health updates sent as correspondence following Board meetings;
- Enhancing programming to meet community health needs;
- Identifying programs that could enhance service delivery through the use of comprehensive libraries;
- Including a rural/County lens in the MLHU program planning and evaluation framework;
- Cataloguing existing data sharing agreements and establishing a process for developing new ones;
- Identifying organizations with whom data sharing would enhance MLHU planning;
- Developing a community partner inventory to assist programs with identifying stakeholders for community engagement;
- Identifying an MLHU lead to liaise with Middlesex County Library.
- Ensuring the Intake Line project provides dedicated staff in MLHU's Strathroy office to provide in-person and over the phone service; and
- Implementation of Client Experience Surveys.

For detailed information regarding each action listed above, refer to [Appendix C](#).

The one (1) item identified for completion in 2019 which is behind schedule is:

- Development of an administrative policy for community engagement.

Five (5) action items that are embedded into regular MLHU program work and are ongoing include:

- Disaggregation of data to allow for identification of different needs for different areas of the County;
- Seeking input from Middlesex County Residents on programming decisions;
- Engaging with organizations to establish data sharing agreements;
- Using disaggregated County- and municipal-level data in ongoing MLHU planning; and
- Identifying additional service offerings to be provided online and over the phone.

One (1) action item placed on hold following the provincial budget announcement in April 2019 while MLHU awaits further direction from the Ministry is:

- Developing a BOH Governance Policy for Relationships with Other Health Service Providers and Key Stakeholders.

The remaining three (3) items are due for implementation in 2020 or beyond includes:

- Scheduling and conducting regular delegations to all municipal councils;
- Identifying current leases and other spaces that are utilized across Middlesex County; and
- Providing informational packages about public health to candidates running for municipal council.

Next Steps

MLHU staff will continue to implement the remaining actions as well as ensure those that have been initiated continue to be embedded into practice.

This report was prepared by the Healthy Organization Division.



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