



WilCo Community Health Improvement Plan First Year Progress Report 2014-2016

The goal of this report is to track the first year of progress for the 2014-2016 Williamson County Community Health Improvement Plan (CHIP). Accomplishments as well as lessons learned are highlighted from March 2014 to February 2015. A quick status check is at the top of each page next to the priority name (colored dot):

- Green – over half of the objectives associated with the priority are on-target.
- Yellow – over half of the objectives associated with the priority are in progress.
- Red – over half of the objectives associated with the priority are not yet started.
- Gray – progress of the objectives associated with the priority are unknown.

CHIP activities are routinely monitored and reported to the WilCo Wellness Alliance Coordinator at six month intervals through a dashboard reporting system. The Leadership Team—comprised of group chairs, sponsoring agencies of the Healthy Williamson County website, and support staff—reviews progress in the dashboard and makes recommendations to working groups and other key groups as appropriate.

Leadership Team

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Executive Summary

The 2014-2016 Williamson County Community Health Improvement Plan (CHIP) outlines goals and objectives for priorities that were identified by the community for health improvement. CHIP activities are based on the 2013 Community Health Assessment and modifications are made based on emerging health needs and competing priorities. A ★ in the table below indicates the objective has been met or exceeded its target. 77.1% of CHIP objectives were on target, with 44.4% of those already being met during the March 2014 – February 2015 time period.

First Year Progress:

		Baseline	First Year
Healthcare Availability			
	Increase participation of Williamson County providers in the Health Information Exchange (HIE) from 6 to 10.	6	7
	Decrease the percent of emergency department (ED) utilization for non-emergent needs by coordinated care across providers in Williamson County from 28.4% to 23.4%.	This objective was removed during Year 1	
	Decrease the activation of enrolled EMS High Utilization Group by 50% and maintain that average over consecutive years. <i>(New objective)</i>	N/A	81%
	Develop electronic patient referral protocols among diverse care providers in Williamson County.	N/A	In progress
	Establish a partnership with transportation service(s) to provide transportation assistance for community members in need.	N/A	In progress
★	Increase the number of providers who have expanded their availability of preventive services and primary care from 0 to 3.	0	3
Behavioral Health			
	Provide community awareness and education events targeted to reach at least 25% of the Williamson County population.	This objective was removed during Year 1	
	Increase the number of Williamson County prevention and outreach activities in five intervention strategies by 20%.	This objective was removed during Year 1	
	Increase the number of opportunities for screening and early detection of mental health conditions from baseline by 10 organizations or practices.	N/A	4
★	Establish early intervention and treatment resources that are publically available.	N/A	Done
★	Focus on integration and expansion of treatment options for intensive mental health care and care transitions.	N/A	Done
	Objective and Measure Pending – Actively support integration of primary care and behavioral health care.	On hold	On hold
	Increase the collection and use of consistent mental health data by 3 data elements and 20% more users.	This objective was removed during Year 1	
Active Living Support			
★	Williamson County will have identified comprehensive master plans that consider parks, trails, systems, sidewalks, and bicycle lanes.	N/A	Completed

	Williamson County will increase trail mileage from 15 miles to 20 miles.	15	In progress
★	Increase opportunities for physical activity campaigns from 1 to 4.	1	4+
Chronic Disease			
	Increase the number of organizations working together to provide evidence-based chronic disease prevention education from 0 to 10.	0	7
	Increase the availability of educational and community-based programs designed to prevent chronic diseases from baseline by 10.	31	32
Active Living			
★	Increase the number of parks, trails, and paths with educational and healthy messaging from 2 to 5.	2	5
★	Increase opportunities for physical activity campaigns from 1 to 4.	1	4+
	Increase number of providers utilizing active living resources as a tool for improving health in individuals 55 years and older from 0 to 3.	0	On hold
	Assess organizations on their barriers to accessing physical activity opportunities from 0 to 10.	0	On hold
Employee Health			
★	Increase the number of employers participating in comprehensive worksite wellness through the Employee Wellness Forum from 4 to 10.	4	23
	Increase the number of worksites and hospitals with recognized breastfeeding-friendly practices and policies from 13 to 20.	13	14
	Increase the number of employers who provide access to smoke-free environments for their employees from baseline by 5.	Unavailable	On hold
Healthy Eating			
	Increase the number of sites which highlight healthy menu items meeting specific guidelines from calories, total fat, saturated fat, trans fat, and sodium from 12 to 25.	12	15
	Increase collaborative partnerships that support awareness and utilization of community gardens, Farmers' Markets, and other agricultural initiatives from 24 to 35.	24	28
	Increase the number of nutrition education programs available to families and children (age 0 to 17) from baseline by 5.	9	13
Substance Abuse			
★	Increase the number of school-based prevention presentations to adolescents and youth from baseline by 10.	23	105+
★	Increase collaborative partnerships that support awareness of alcohol, tobacco, and other drug related resources and treatment options from 32 to 42.	32	55
	Increase access to tobacco-free environments from baseline by 10.	Unavailable	On hold
Controlling Contagious Disease			
	Increase the number of individuals receiving Expedited Partner Therapy (EPT) through WCCHD from baseline by 5%.	This objective was removed during Year 1	
	Increase the percentage of children in Williamson County under 6 years of age with two or more immunizations recorded in ImmTrac from baseline by 5%.	Unavailable	On hold

★	Fully integrate WCCHD Environmental Health Services and Epidemiology information systems for routine review and dissemination of data to detect and define risks to public health related to food safety and infections from mosquito-borne viruses.	N/A	Done
	Increase the number of Williamson County providers enrolled in the HIE reporting notifiable conditions directly to WCCHD from baseline by 5%.	This objective was removed during Year 1	
	Use Healthy Williamson County to display community-specific education materials on pertussis, chickenpox, campylobacteriosis, and salmonellosis.	N/A	In progress
Emergency Preparedness			
★	Develop an information sharing process that ensures a common operating picture among emergency management and the healthcare community within Williamson County.	N/A	Done
	Develop a common set of health and safety processes/guidelines for all first responders and healthcare organizations within Williamson County.	N/A	In progress
	Develop a local Williamson County response plan for incidents involving a mass fatality situation.	N/A	In progress
	Develop a local process for coordinating infectious disease response among emergency management and healthcare partners within Williamson County.	N/A	On hold
	Develop a process to notify emergency management, first responder agencies, public health, and healthcare organizations of an incident within Williamson County.	N/A	On hold



Healthcare Availability

Health Priority: Making basic healthcare available to all residents of Williamson County.

Goal: Enhance the communication and coordination of health care providers in Williamson County to improve quality and availability of client information.

Lead WilCo Wellness Alliance Groups: Systems of Care, WilCo ICC (no longer active)

Objectives, By 2017...

Accomplishments

Increase participation of Williamson County providers in the Health Information Exchange (HIE) from 6 to 10.¹

Bluebonnet Trails Community Services, Lone Star Circle of Care, Sacred Heart Community Clinic, St. David's Healthcare (Round Rock and Georgetown), Williamson County EMS, and County Indigent Health Care Program providers upload to the ICare System. Williamson County EMS is working with Capital Area Trauma Regional Advisory Council (CATRAC) on data collection/ information sharing platform with EMS and hospitals at the region (14 EMS and 5 hospitals signed up); researching as an alternative HIE system.

Decrease the percent of emergency department (ED) utilization for non-emergent needs by coordinated care across providers in Williamson County from 28.4% to 23.4%.²

Coordinated monthly community clinic / outreach event in high-risk area of Leander. Community Paramedics, Mobile Outreach Team (MOT) personnel, Program Navigators and others participate.

Decrease the activation of enrolled EMS High Utilization Group by 50% and maintain that average over consecutive years.

(This is a new objective that will be reported on next progress reporting period)

Develop electronic patient referral protocols among diverse care providers in Williamson County.

Paper referral form is developed and currently in use by some providers. Electronic tools have been identified and reviewed.

Establish a partnership with transportation service(s) to provide transportation assistance for community members in need.

Continues to be a talking point in meetings across the county. Some discussion of how to quantify the transportation need more clearly. City of Round Rock issued a transportation survey to collect information locally.

Increase the number of providers who have expanded their availability of preventive services and primary care from 0 to 3.

Williamson County and Cities Health District has expanded clinical service hours and partners with community clinics to provide free chronic disease self-management education after hours.

Lessons Learned

- Major HIE contributor lost funding and local plans had to be modified.
- The HIE and Electronic Health Referral (EHR) process is complex and very time-consuming.
- Better data needs to exist for showing transportation gaps.

¹ Objective 1 was amended. Centex-ICC was removed as the sole HIE contributor and Systems of Care was identified as the lead working group.

² Objective 2 was removed. Williamson County EMS is unable to get reliable data to measure progress toward this objective at this time.



Behavioral Health

Health Priority: Continue efforts to prevent, support, and treat mental health problems.³

Goal: Improve mental health through prevention and by ensuring access to appropriate, quality mental health services.

Lead WilCo Wellness Alliance Group: Mental Health Task Force

Objectives, By 2017...

Accomplishments

Provide community awareness and education events targeted to reach at least 25% of the Williamson County population. ⁴	Bluebonnet Trails Community Services and the Youth Behavioral Health Subcommittee provided Mental Health First Aid, Applied Suicide Intervention Skills Training (ASIST), Motivational Interviewing and other trainings to over 1000 individuals. Awareness included DSRIP Learning Collaborative meetings, health fairs, and a Community Conversation – Speak Your Mind event as well as media campaigns through billboards, social media, print, radio and television.
Increase the number of Williamson County prevention and outreach activities in five intervention strategies by 20%.	The annual Mental Health & Schools conference increased attendance this year with 85 individuals participating. Bluebonnet Trails Community Services provides quarterly school mental health meetings for parents.
Increase the number of opportunities for screening and early detection of mental health conditions by 10 organizations or practices.	Bluebonnet Trails Community Services, Lone Star Circle of Care (Taylor), Sacred Heart Community Clinic, and Samaritan Health Ministries have expanded their hours to increase availability. Hutto ISD and three private providers in Hutto have implemented depression screening tools into their practice.
Establish early intervention and treatment resources that are publically available.	Resource information is made available through trainings, networking and events geared toward high school population as well as the broad community.
Focus on integration and expansion of treatment options for intensive mental health care and care transitions.	Opened a Hutto ISD location for outpatient services and in planning phase with Leander ISD. The Expanded Observation Unit is open and exceeding expectations.
Actively support integration of primary care and behavioral health care, as evidenced by increased use of standard referral protocols by 30% over baseline. ⁵	Collaboration among Bluebonnet Trails Community Services, Sacred Heart Community Clinic and Samaritan Health Ministries.
Increase the collection and use of consistent mental health data by three data elements and 20% more users. ⁶	Researching ways to further develop the behavioral health data side of the Healthy Williamson County dashboard.

Lessons Learned

- Electronic referral process is still pending due to delay with the HIE.
- Ongoing problems with obtaining data but not being able to upload to HIE due to confidentiality.

³ Health Priority language was amended to reflect ongoing efforts toward this health priority.

⁴ Objectives 1 and 2 were removed. They are not measurable as written and increase is based on previous year not actual need.

⁵ Objective 6 was placed on hold.

⁶ Several objectives were removed prior to reporting and are not included in this document: worksite wellness, HIE, and electronic referral processes objectives were deemed unrealistic and/or unmeasurable.



Active Living Support

Health Priority: Creating and improving sidewalks, neighborhood parks/trails, and smoke-free places.

Goal: Williamson County residents will have increased access to active living resources in the county.

Lead WilCo Wellness Alliance Group: Active Living

Objectives, By 2017...

Accomplishments

Williamson County will have identified comprehensive master plans that consider parks, trails, systems, sidewalks, and bicycle lanes.

Comprehensive master plans are publically available via the web for Williamson County, which includes all existing (280.6 miles) and proposed trails (672.6 miles) in the county, and the cities of Round Rock, Cedar Park, Georgetown, Leander, Taylor and Hutto.

Williamson County will increase trail mileage from 15 miles to 20 miles.

City of Round Rock and Williamson County Parks and Recreation are making headway with their efforts to connect trails by identifying priority trail sections.

Increase opportunities for physical activity campaigns from 1 to 4.

The Parks and Recreation Directors (PARD) member organizations of Cedar Park Parks and Recreation, Georgetown Parks and Recreation, Hutto Parks and Recreation, Leander Parks and Recreation, Round Rock Parks and Recreation, Taylor Parks and Recreation, and WilCo Parks and Recreation have held over four physical activity campaigns and events.

Lessons Learned

- Increased coordination with the Active Living Working Group is needed to promote efforts.



Chronic Disease

Health Priority: Working harder to prevent and treat chronic diseases, such as diabetes and heart disease.

Goal: Decrease the prevalence of chronic diseases (diabetes, cardiovascular disease, obesity) among residents in Williamson County.

Lead WilCo Wellness Alliance Groups: Active Living, Healthy Eating

Objectives, By 2017...

Accomplishments

Increase the number of organizations working together to provide evidence-based chronic disease prevention education from 0 to 10.

Collaborative meetings were hosted by Williamson County and Cities Health District with Texas A&M AgriLife Extension Agency, Area Agency on Aging, Sacred Heart Community Clinic, Samaritan Health Ministries, The Caring Place, Georgetown Project, and Palm Valley Lutheran Church.

Increase the availability of educational and community-based programs designed to prevent chronic diseases from baseline by 10.

Texas A&M AgriLife Extension Agency provided training to Williamson County and Cities Health District staff for their consistent-with-evidence-based programming. Three educational programs have been offered in community settings that target disparate populations.

Lessons Learned

- Concept of a Health Education Summit is well-received but planning has been slow.
- Recruiting interns to maintain annual health promotion resources assessment is a must.

Health Priority: Teaching the importance of being active and what is already available that can help people move more.

Goal: There will be an increase in active living opportunities for residents in Williamson County.

Lead WilCo Wellness Alliance Group: Active Living

Objectives, By 2017...

Accomplishments

Increase the number of parks, trails, and paths with educational and healthy messaging from 2 to 5.

WilCo Walking Trail signage has been installed in Berry Springs Park, San Gabriel Park, WilCo Regional Park, Champion Park, and Hutto Parks.

Increase opportunities for physical activity campaigns from 1 to 4.

Coordinated a countywide Walk Across Williamson / Walk Across Texas event with kickoff meetings held in each of the four quadrants: Georgetown, Round Rock, Cedar Park and Taylor. The Parks and Recreation Directors (PARD) member organizations of Cedar Park Parks and Recreation, Georgetown Parks and Recreation, Hutto Parks and Recreation, Leander Parks and Recreation, Round Rock Parks and Recreation, Taylor Parks and Recreation, and WilCo Parks and Recreation have held over four physical activity campaigns and events.

Increase number of providers utilizing active living resources as a tool for improving health in individuals 55 years and older from 0 to 3.

City of Georgetown Rec Center offered free Exercise is Medicine classes as a result of funding partnership through the Georgetown Health Foundation.

Assess organizations on their barriers to accessing physical activity opportunities from 0 to 10.

Initial feedback was obtained through an Employer Wellness Survey.

Lessons Learned

- There is a need to work more collaboratively with the Parks & Recreation Directors (PARD).
- Securing ongoing financial support for free exercise classes targeting older adults has been difficult.



Employee Health

Health Priority: Involving employers in good health practices that lower healthcare costs and help employees do their work better.

Goal: Increase the number of employees with access to healthy worksites.

Lead WilCo Wellness Alliance Group: Employee Wellness Forum

Objectives, By 2017...

Accomplishments

Increase the number of employers participating in comprehensive worksite wellness through the Employee Wellness Forum from four to ten.

Bluebonnet Trails Community Services, It's Time Texas, City of Hutto, Williamson County Human Resources, Williamson County EMS, Georgetown ISD, The Caring Place and Williamson County and Cities Health District participate in the Employee Wellness Forum.

Increase the number of worksites and hospitals with recognized breastfeeding-friendly practices and policies from 13 to 20.

Cedar Park Regional Medical Center was designated a Texas Ten Step Hospital in June 2014. Additional efforts to designate businesses Mother-Friendly are ongoing through the worksite wellness initiative.

Increase the number of employers who provide access to smoke-free environments for their employees from baseline by five.

The American Heart Association has been actively looking at smoke-free environments in Williamson County.

Lessons Learned

- Coordination with the Chambers of Commerce to promote employee wellness resources is needed.
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Healthy Eating

Health Priority: Education about eating healthy and what is available to make it possible.

Goal: Increase access to and awareness of healthy and affordable foods in Williamson County.

Lead WilCo Wellness Alliance Group: Healthy Eating

Objectives, By 2017...

Accomplishments

Increase the number of sites which highlight healthy menu items meeting specific guidelines from calories, total fat, saturated fat, trans fat, and sodium from 12 to 25.⁷

Three new restaurants were certified Por Vida, a Better Choice For Life: McDonalds (Cedar Park, Leander) and The Egg and I (Round Rock). Outreach for local Health Occupation Students of American (HOSA) chapters to help with recruitment seems promising.

Increase collaborative partnerships that support awareness and utilization of community gardens, Farmers' Markets, and other agricultural initiatives from 24 to 35.

Nutrition education programming is offered by Texas A&M AgriLife Extension Agency (46 adult and 300 youth classes) and Williamson County and Cities Health District (12 classes). Public awareness campaigns have focused on National Nutrition Month, community gardens, and other related topics.

Increase the number of nutrition education programs available to families and children (age 0 to 17) from baseline by five.

Williamson County and Cities Health District has partnered with Williamson-Burnet County Opportunities, Inc. to implement the Energy Balance 101 program in their Head Start classrooms (nine schools). The Health District also works with local organizations to offer nutrition education for children 6-13 years of age and their families.

Lessons Learned

- Recruitment for the Por Vida, a Better Choice for Life program requires ongoing mass support.
- Continue to reach out to HOSA and other groups (i.e., 4-H, Girl Scouts, Boy Scouts) for support with large projects.

⁷ Objective 1 was amended. The target number of sites to highlight healthy menu items was changed from 50 to 25. Intervention strategy that focuses on recruiting volunteers for large-scale projects was added.



Substance Abuse

Health Priority: Working harder to prevent and treat drug/alcohol/tobacco abuse.

Goal: Decrease the prevalence of alcohol, tobacco, and other drug use in Williamson County.

Lead WilCo Wellness Alliance Group: Substance Abuse Collaborative

Objectives, By 2017...

Accomplishments

Increase the number of school-based prevention presentations to adolescents and youth from baseline by 10.

School-based prevention efforts are very active with ongoing presentations by LifeSteps and Bluebonnet Trails Community Services in multiple ISDs across the county. The School Health Forum coordinated School Health Advisory Committee (SHAC) training for holistic approach to wellness.

Increase collaborative partnerships that support awareness of alcohol, tobacco, and other drug related resources and treatment options from 32 to 42.

Collaboration with the Mental Health Task Force to hold a two hall meeting “Speak Your Mind” event. An estimated 70 individuals participated.

Increase access to tobacco-free environments from baseline by 10.

The American Heart Association has been actively looking at smoke-free environments in Williamson County.

Lessons Learned

- Coordination with the Mental Health Task Force is needed to enhance efforts.



Controlling Contagious Disease

Health Priority: Working harder to control contagious disease (such as pertussis, salmonella, gonorrhea) through more prevention and treatment.

Goal: Increase the availability and effectiveness of programs designed to prevent and treat communicable disease.

Lead Organization: Williamson County and Cities Health District

Objectives, By 2017...	Accomplishments
Increase the number of individuals receiving Expedited Partner Therapy (EPT) through WCCHD from baseline by 5%. ⁸	Clinic hours were expanded in order to increase availability of preventive health services.
Increase the percentage of children in Williamson County under 6 years of age with two or more immunizations recorded in ImmTrac from baseline by 5%.	N/A
Fully integrate WCCHD Environmental Health Services and Epidemiology information systems for routine review and dissemination of data to detect and define risks to public health related to food safety and infections from mosquito-borne viruses.	Food Safety and Mosquito Control work groups have been established and continue to meet regularly. Standard Operating Guidelines for Mosquito Trapping and Surveillance as well as Standard Operating Procedures for Food Establishment and Foodborne Illness Complaint Response have been approved for Williamson County and Cities Health District.
Increase the number of Williamson County providers enrolled in the HIE reporting notifiable conditions directly to WCCHD from baseline by 5%.	N/A
Use Healthy Williamson County to display community-specific education materials on pertussis, chickenpox, campylobacteriosis, and salmonellosis.	Briefs on pertussis, salmonellosis, and chickenpox have been posted to the Williamson County and Cities Health District website which links to Healthy Williamson County.

Lessons Learned

- Use of the ImmTrac system is on hold due to changes at the state level.
- Major HIE contributor lost funding and local plans had to be modified.
- Coordination with Systems of Care for issues related to notifiable conditions is needed.

⁸ Objectives 1 and 4 were removed. These objectives were removed after revisiting District priorities.

Emergency Preparedness

The Public Health & Medical Preparedness Coalition developed their own version of the Community Health Improvement Plan (CHIP) that focuses solely on emergency procedures. The Emergency Preparedness Action Plan has been routinely monitored and reported out to the WilCo Wellness Alliance’s Leadership Team. Accomplishments and lessons learned are provided below. It is anticipated that future iterations of the CHIP will include an emergency preparedness component.

Objectives, By 2017...

Accomplishments

Develop an information sharing process that ensures a common operating picture among emergency management and the healthcare community within Williamson County.

Identified and outlined information sharing systems in Williamson County.

Develop a common set of health and safety processes/guidelines for all first responders and healthcare organizations within Williamson County.

Developed a Designated Infection Control Officer (DICO) guidebook for first responder agencies and provided infection control education for DICOs. Coordinating a mental health training and conference for June 2015.

Develop a local Williamson County response plan for incidents involving a mass fatality situation.

Developed mass fatality plan template.

Develop a local process for coordinating infectious disease response among emergency management and healthcare partners within Williamson County.

Developed a series of draft documents for white powder response protocols.

Develop a process to notify emergency management, first responder agencies, public health, and healthcare organizations of an incident within Williamson County.

Developed a draft notification process.

Lessons Learned

- N/A

Summary

The Williamson County Community Health Improvement Plan (CHIP) is routinely monitored and reported to the WilCo Wellness Alliance Leadership Team. The Leadership Team makes amendment considerations for objectives and intervention strategies. Where applicable, amendments are noted in the footnote of each strategic issue. The Healthcare Awareness priority is incorporated across the CHIP and is not outlined in this report. Overall, objectives related to healthcare awareness are on-target with four already being met.

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