

# Ready to Jump-Start Your Agency's Response to Change?

Healthcare reform. Electronic medical records. Changes in service delivery and billing practices. Local health departments are undergoing unprecedented changes right now, and it's okay to need a little help making these changes work for you!

The North Carolina Institute of Public Health (NCIPH) has a strong history of working with local and public sector organizations to identify specific areas of improvement in delivering strong community health services. It's easy to get caught up in daily changes and lose track of how these shifts affect overall operations and effectiveness. We help organizations see the big picture first, and create a framework to improve performance, streamline operations, and reduce waste. Our process is tailored and responsive to your unique needs and environment – our goal is to help you create an agency “culture of assessment” that promotes sustainable and continuous quality improvement!

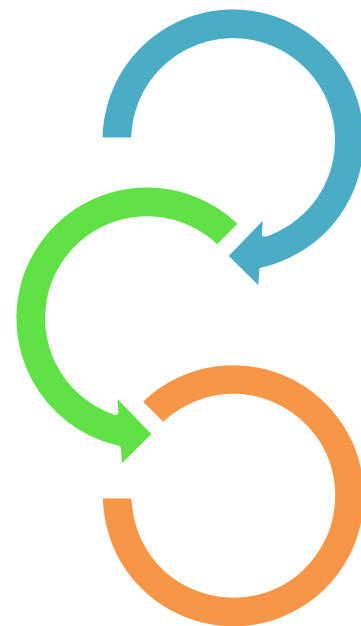
## ***Organizational Assessment Process***

NCIPH staff work with agencies to craft an assessment that meets your needs and objectives and can build upon previous projects including *Practice Management* and *Quality Improvement* initiatives. We collaborate through a mix of conference calls, webinars, and in-person meetings directly at your agency and with your identified team.

### **Potential assessment activities include:**

- Defining your agency's needs and desired outcomes
- Facilitating meetings to clarify project objectives and timeline
- Educating and consulting on creation of process maps
- Creating and administering staff culture surveys
- Identifying potential inefficiencies and mission misalignment
- Directly observing operations to verify areas for improvement
- Identifying and presenting practical, evidence-based solutions

**Ready to meet those changes face-on? Visit [www.sph.unc.edu/nciph/ta](http://www.sph.unc.edu/nciph/ta) or contact Amy Belflower Thomas at [amy.b.thomas@unc.edu](mailto:amy.b.thomas@unc.edu) or 919-843-3973.**



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