

# Work Plans



## Meeting our Mission One Day at a Time

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What is the most  
important piece of a  
puzzle?



# **Where to start.....Your mission**

## **The Mission of Pitt County Health Department**

The mission of Public Health in Pitt County is to protect, promote, and assure the health of all people in Pitt County.

# Types of Plans

- Strategic plan
- Operating plan
- Individual work plan

# Strategic Plan

## What it is:

- A document used to set priorities for the organization
- Ensures that the organization and stakeholders are working toward common goals
- Actions needed to achieve these goals
- Usually 3-5 years with annual reviews.

# Sample Strategic Plan

## 2011 – 2012 Strategic Priorities

The following goals have been identified as key priorities for Pitt County Health Department.

Goal 1: By October 2011, identify the core services the Health Department should provide to the community.

### Strategies:

Conduct a comprehensive health assessment to obtain a thorough knowledge of the health needs/interests of the population

Conduct comprehensive review of existing Health Department services utilizing the decision making criteria previously developed

Create opportunities to engage staff and other stakeholders including decision makers and citizens in discussions

Present findings and recommendations regarding core services to the Board of Health

Identify stakeholders and communicate decisions

Responsible: Management Team and Supervisors

Parties

Collaborators: Pitt County Health Department Staff, community members, Board of Health, county commissioners, Pitt Partners for Health, Pitt County Memorial Hospital

# Operational Plan

What it is:

- A statement of goals for the department or program
- A translation to specific strategies
- The “what, how, who and when” of the goals
- An assessment of resources that will be needed
- Includes measures and expected outcomes
- Annual document

Don't forget your BUDGET!

# Sample Operational Plan

**Team Action Plan Template**

Goal Statement:				
Outcome:				
Team Members:				
Members to be Recruited:				
Start Date	Completion Date	Actions	Responsibility	Resources



# Individual work plan

What it is:

- Usable
- More detailed than a strategic plan
- Designates time frames
- Usually one year at a time
- Individualized to your work or program
- Helps in deciding priorities and making plans for your program

# Individual work plan

What it is not:

- Just a requirement for your performance evaluation
- Set in stone
- Complicated

Make your individual work plan work for  
YOU.

# SAMPLE

**WORKPLAN TIME LINE 2013-2014**  
**QI Coordinator**  
**Personal Health Administrative Supervisor**  
**Theresa R. Wilson, RN, BSN**

MONTH	ACTIVITIES	OUTCOME
<b>July</b>	Close out FY 2012-2013 data collection activities Open FY 2013-2014 data collection activities PEP plans for 2013-2014 Final Pepi's for employees Complete at least 3 hours of continuing education Look at show rates for FP and B-60 using PDSA Work approximately 8 hours in clinic a month Conduct survey for Program Review Meet with IPPA staff Policies due for review: <a href="#">Health Promotion, Personal Health, Child Health, Immunizations, HIV</a> Begin HIS Live Production Lead Lab QI Project-Launch date 7/11/13 Lead QI Tool Project Provide monitoring for 340b pharmacy compliance Lead ICD-10 Implementation Team throughout the year Finalize Smoking Cessation 5A's policy with SH	Done first week of July Done first week of July Done August 2013 Done 7/15/13 3.6 hours Done first week in July 2 ½ days  Done 7/29/13 See meeting minutes HP by SH, CH done 7/30/13, HIV 7/30/13, Imm 8/26/13 Met with DH, JR and Dr. M re: idea for training Meeting #2 8/16/13 Drafted Pharmacy policy 7/23/13 Met 7/1/13 Drafted
<b>August</b>	Complete a minimum of 3 hours of continuing education Update Student Nurse Orientation Checklists/Prepare for Community Health Nursing Students Meet with Triple P Staff Policies due for review: <a href="#">Emergency P&amp;P, Prenatal, Autoclave</a> Work approximately 8 hours a month in clinic Attend State Immunization Conference Conduct chart audits for new employees and report to supervisors	Done 8/26/13 Made individual packets Organized EH visit 9/13 Attended training 8/12/13 PN sch 9/19/13, Emerg- 2 ½ Done 7/31/13 to 8/2/13

# Sample Individual Workplan

Adapted from Vidant Medical Group- Health Access Work Plan

## Terri Wilson Workplan - Personal Health Administrative Nursing Supervisor

2014-2015

Program Management	Start	Target	Owner				
Budget for CH, FP, MH, CD, TB, STD, IMM, BCCCP	January	February	trw				
Manage AA for CH, FP, MH, CD, TB, STD, IMM, BCCCP	February	March	trw				
Webinar updates for CH, MH, FP and BCCCP	February	April	trw and pc				pc-program coordinators
Organize P&P annual reviews for 15 programs	July	June	trw				See schedule- in progress
P&P-lead reviews for 15 programs	ongoing	ongoing	trw				See schedule-in progress
P & P make revisions, send for review, publish for 15 programs	ongoing	ongoing	trw				See schedule- in progress
Convert all nursing standing orders to NC BON format	July	June	trw				

# Things to include in your plan

- Timeline (day, month, season)
- Routine and Special Activities
- Outcomes
- Standing meetings and councils
- Short term goals
- Long term goals
- Anything that helps to keep you on track

# WOW, look how far you've come!

- Use your work plan to track your accomplishments.
- Use your work plan to see where you want to go next year and the year after that.
- Use your work plan to see what you want to improve.
- Use your plan to track non-value added activities.

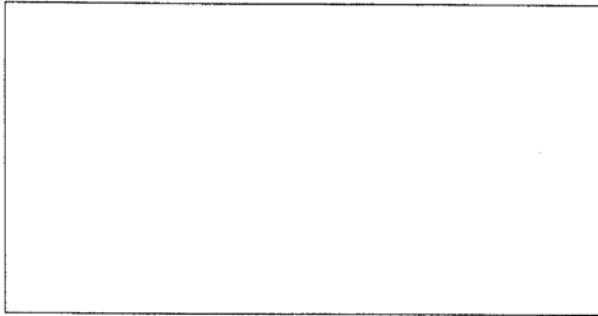
# Use plans to study operations and strategies

- SWOT Analysis
- Strengths
- Weaknesses
- Opportunities
- Threats

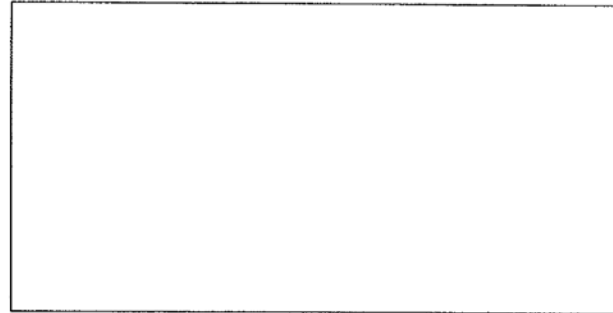
# Sample SWOT Analysis

## S. W. O. T. Analysis

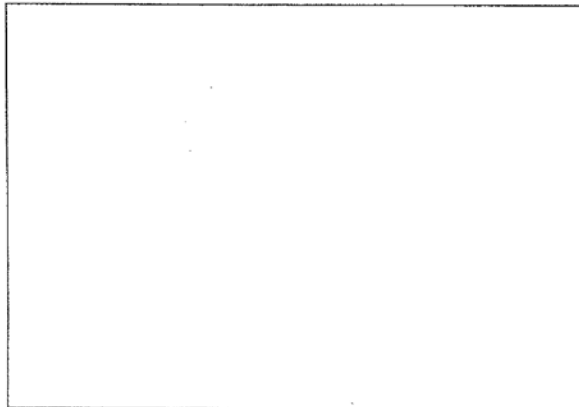
Strengths (Internal):

A large, empty rectangular box with a thin black border, intended for listing internal strengths.

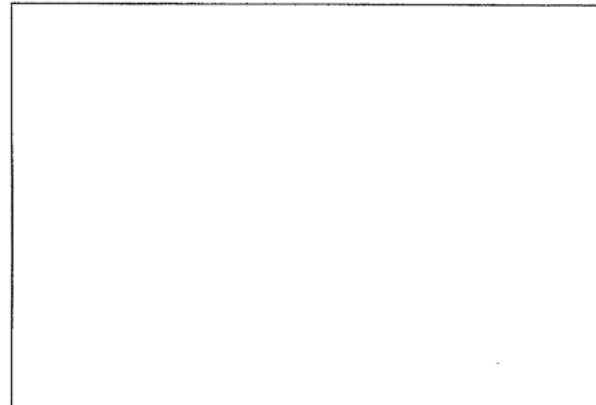
Weaknesses (Internal):

A large, empty rectangular box with a thin black border, intended for listing internal weaknesses.

Opportunities (External):

A large, empty rectangular box with a thin black border, intended for listing external opportunities.

Threats (External):

A large, empty rectangular box with a thin black border, intended for listing external threats.



# References

- Mittenhal, Richard A., Ten Keys to Successful Strategic Planning for Nonprofit and Foundation Leaders, 2002 tcc group, <http://www.tccgrp.com>
- Balanced Score Card Institute, Strategy Management Group, The Basics of Strategic Planning and Strategic Management <https://balancedscorecard.org/BSCResources/StrategicPlanningBasics/tabid/459/Default.aspx>
- Operational Plan, RMIT University Melbourne, Victoria , Australia [https://www.dlsweb.rmit.edu.au/toolbox/leadership/toolbox/op/op\\_c03.html](https://www.dlsweb.rmit.edu.au/toolbox/leadership/toolbox/op/op_c03.html)
- Individual work plan sample-Adapted from Vidant Medical Group-Health Access Work Plan