Essential Service 7: Link People to Needed Personal Health Services and Assure the Provision of Healthcare When Otherwise Unavailable

Are people in my community receiving the health services they need?

Linking people to needed personal health services and assuring the provision of healthcare when otherwise unavailable (sometimes referred to as outreach or enabling services) encompass the following:

- Ensuring effective entry for socially disadvantaged and other vulnerable persons into a coordinated system of clinical care.

- Providing culturally and linguistically appropriate materials and staff to ensure linkage to services for special population groups.

- Ensuring ongoing care management.

- Ensuring transportation services.

- Orchestrating targeted health education/promotion/disease prevention to vulnerable population groups.

Partners gathered to discuss the performance of the local public health system (LPHS) in linking people to needed personal health services and ensuring the provision of healthcare when otherwise unavailable include:

- ☐ The local health department or other governmental public health agency.

- ☐ The local board of health or other local governing entity.

- ☐ Hospitals.

- ☐ Health service providers.

- ☐ Health service recipients.

- ☐ Managed care organizations.

- ☐ Non-profit organizations/advocacy groups.

- ☐ Nursing homes.

- ☐ Department of Veterans' Affairs.

- ☐ Faith-based organizations.

- ☐ Mental health and substance abuse organizations.

- ☐ Department of transportation and other transportation services.

- ☐ Federally Qualified Health Centers, community health centers, or look-alikes.

- ☐ Law enforcement agencies.

- ☐ Elected officials.

- ☐ Tribal and cultural leaders.

- ☐ United Way.

- ☐ Public assistance programs (e.g., public housing).

- ☐ Lesbian, gay, bisexual, transgender (LGBT) organizations.

- ☐ Social services.

- ☐ Public and private schools.

- ☐ Colleges and universities.

- ☐ Employment assistance organizations.

Essential Service 9: Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services

> **Are we meeting the needs of the population we serve?**
>
> **Are we doing things right?**
>
> **Are we doing the right things?**

Evaluating effectiveness, accessibility, and quality of personal and population-based health services encompasses the following:

- Assessing program effectiveness through monitoring and evaluating implementation, outcomes, and effect.

- Providing information necessary for allocating resources and reshaping programs.

Partners gathered to discuss the performance of the local public health system (LPHS) in evaluating effectiveness, accessibility, and quality of personal and population-based health services include:

☐ The local health department or other governmental public health agency.

☐ The local board of health or other local governing entity.

☐ Hospitals.

☐ Service providers.

☐ Service recipients.

☐ Managed care organizations.

☐ Non-profit organizations/advocacy groups.

☐ Consultants.

☐ Public and private schools.

☐ Faith-based organizations.

☐ Foundations.

☐ Federally Qualified Health Centers or community health centers.