



Essential Service 8: Assure a Competent Public Health and Personal Healthcare Workforce

Do we have competent public health staff?

Do we have competent healthcare staff?

How can we be sure that our staff stays current?

Ensuring a competent public and personal healthcare workforce encompasses the following:

- Educating, training, and assessing personnel (including volunteers and other lay community health workers) to meet community needs for public and personal health services.
- Establishing efficient processes for professionals to acquire licensure.
- Adopting continuous quality improvement and lifelong learning programs.
- Establishing active partnerships with professional training programs to ensure community-relevant learning experiences for all students.
- Continuing education in management and leadership development programs for those charged with administrative/executive roles.

Partners gathered to discuss the performance of the local public health system (LPHS) in ensuring a competent public and personal healthcare workforce include:

- The local health department or other governmental public health agency.
- The local board of health or other local governing entity.
- Hospitals.
- Colleges and universities.
- Employers.
- Managed care organizations.
- Foundations.
- Human resources departments.
- Advocacy organizations.
- Federally Qualified Health Centers or community health centers.
- Professional associations.
- Local chambers of commerce.
- Emergency Medical Services.
- Public Health Training Centers.



Essential Service 10: Research for New Insights and Innovative Solutions to Health Problems

Are we discovering and using new ways to get the job done?

Researching new insights and innovative solutions to health problems encompasses the following:

- Establishing full continuum of innovation, ranging from practical field-based efforts to fostering change in public health practice to more academic efforts that encourage new directions in scientific research.
- Continually linking with institutions of higher learning and research.
- Creating internal capacity to mount timely epidemiologic and economic analyses and conduct health services research.

Partners gathered to discuss the performance of the local public health system (LPHS) in researching new insights and innovative solutions to health problems may include:

- The local health department or other governmental public health agency.
- The local board of health or other local governing entity.
- Hospitals.
- Colleges and universities.
- Employers.
- Managed care organizations.
- Foundations.
- Human resources departments.
- Advocacy organizations.