

Public Health Annual Service Plan and Budget Submission 2019

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Contents

- Public Health Accountability Framework
- Annual Service Plan (ASP)
- Development of ASP
- Highlights of Proposed ASP Submission
- 2019 Budget Request

Ministry of Health & Long Term Care

Responsibility for
public health

~75% funding

Accountability Framework

Board of Health of Niagara Regional Area Health Unit
(Regional Council)

Accountability Requirements

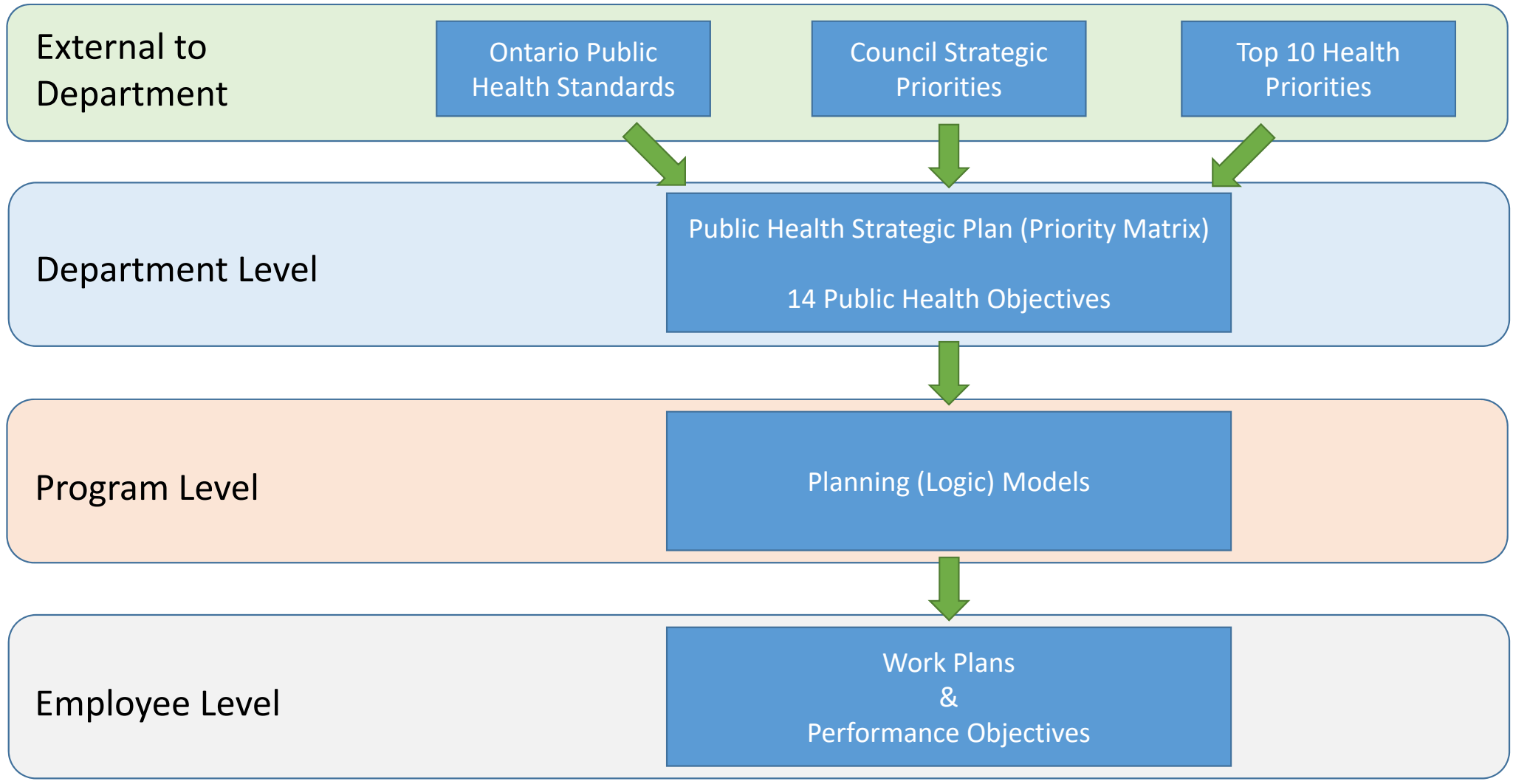
- Organizational Requirements
- Accountability Agreement

Plans to Fulfill

- Strategic Plan
- Annual Service Plan & Budget

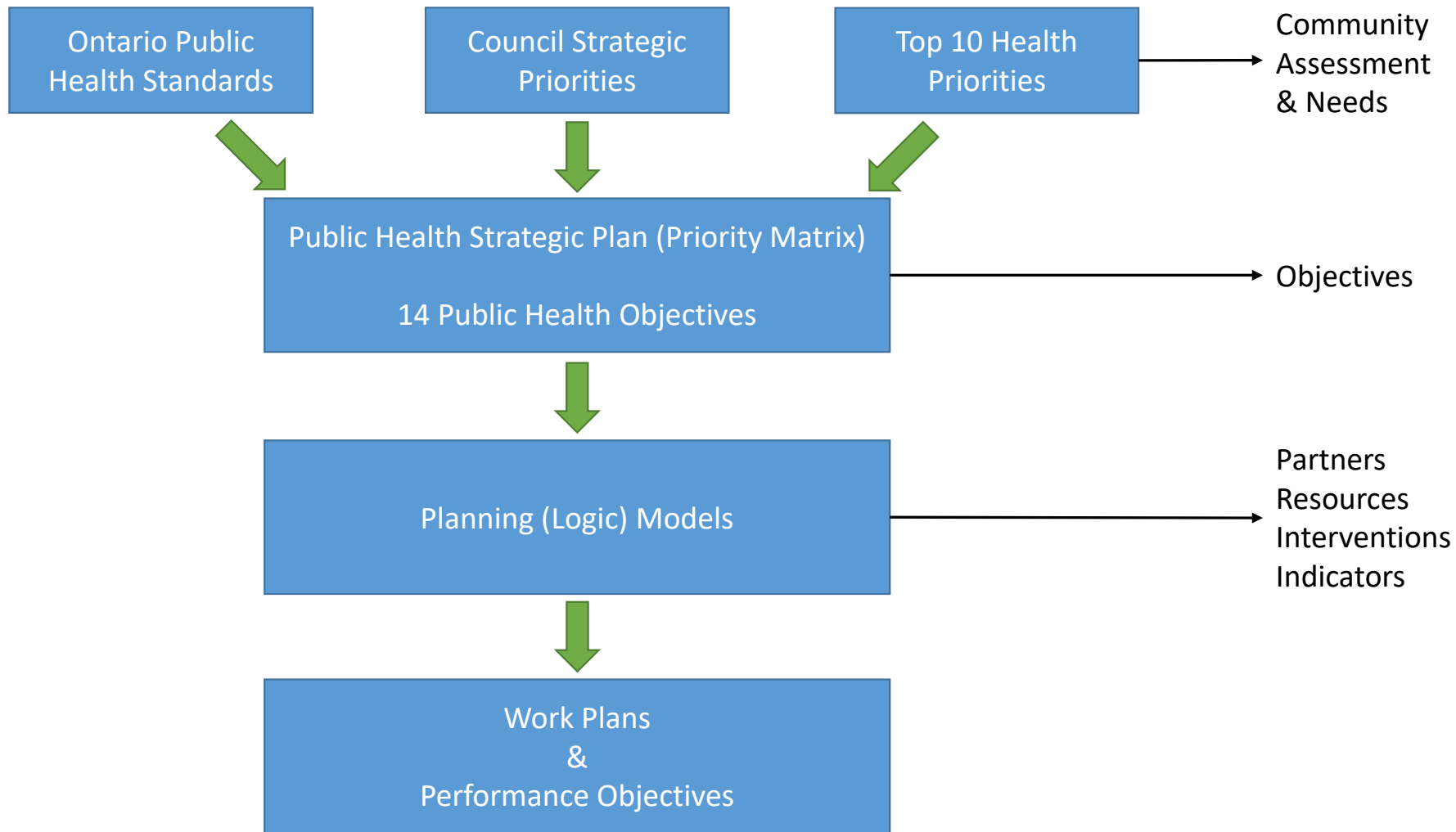
Performance & Funding Reports

- Quarterly Reports
- Annual Report



Annual Service Plan Template

- Community assessment
- Program plans, including
 - Community needs and priorities
 - Key partners and stakeholders
 - Objectives for programs
 - Indicators of success for those objectives
 - Budget summary and sources of funding
 - Public health interventions
- Budget allocations and summaries for each Standard and program
- Additional base and one-time funding requests
- BOH membership and certification



Annual Service Plan Template

- Community assessment ✓
- Program plans, including
 - Community needs and priorities ✓
 - Key partners and stakeholders ✓
 - Objectives for programs ✓
 - Indicators of success for those objectives ✓
 - Budget summary and sources of funding ✓
 - Public health interventions ✓
- Budget allocations and summaries for each Standard and program
- Additional base and one-time funding requests
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Public Health Objectives

1. Reduce the risk of **preventable cancers** among Niagara Region residents
2. Reduce the number of **intentional and accidental injuries** and deaths
3. Decrease the misuse and abuse of prevalent **substances**
4. Increase the number of children who meet their **developmental milestones** from conception to school age
5. Increase the number of **school age children** who maintain positive **physical and mental health**
6. Increase the number of **parents/caregivers** who maintain positive **physical and mental health**
7. Increase the proportion of **parents** that **trust NRPH** for parenting programs and information
8. Reduce the reported instances of infection caused by **microbial contamination**
9. Reduce the reported instances of **enteric pathogen** related disease
10. Reduce the reported instances of **vector borne disease**
11. Decrease the rate of **chlamydia** in males 15-29 years of age
12. Decrease **respiratory infection hospitalizations** among children aged 6 months to 13 years
13. Improve our **Quality Improvement maturity** from Progressing to Achieving
14. All internal and external health related **data is of good quality** and easily accessible to inform decision making

Example: Immunization

Ontario Public Health Standard - Community Needs/Priorities & Key Partners	
Public Health Standard	Immunization
<p>Immunization</p> <p>- A. Community Needs and Priorities</p> <p>Please provide a short summary of the following:</p> <p>a) The key data and information which demonstrates your communities' needs for public health interventions to address immunization; and,</p> <p>b) Your board of health's determination of the local priorities for a program of public health interventions that addresses immunization with consideration of the required list of topics identified in the Standards.</p>	<p>Niagara's vaccine program offers immunization clinics at 5 community based locations to provide both publicly funded and fee for service vaccines. In 2018, 218 immunization clinics were held, where 5,525 publicly funded vaccines were administered to 2,543 residents of Niagara. There is a targeted approach to offer immunization in vulnerable communities that is addressed through offering Influenza clinics where health care services are limited and in facilities where priority populations can be found such as EarlyON centers and several schools. We assess, plan, implement and evaluate the options for expanded service delivery models based on local needs, having recently integrated a community immunization clinic where primary care services are limited and population health immunization services are needed. Programming related to school based vaccines (HPV, Menactra and Hep B) and the Immunization of School Pupils Act can be found under the school immunization section and in accordance with the School Health Standard. To support outbreak management, immunization records are created or updated for more than 4,000 child care attendees and 64,000 students annually. Data from Panorama is used to determine coverage rates, reduce incidence of vaccine preventable diseases, inform program planning and identify trends. Niagara engages in health promotion strategies and ongoing community communication outreach through various media outlets while also equipping primary care providers with resources, tools and timely communications to promote immunization services within the community. VPD procures, manages, and distributes vaccine to primary care providers, retirement homes, LTC facilities, schools, and UIIP participants while also supporting the implementation and maintenance of immunization protocols and compliancy. Additionally, Niagara monitors and explores opportunities to reduce the wastage of vaccine with these aforementioned providers and pharmacies by conducting cold chain inspections, reviewing and implementing vaccine storage and handling guidelines, and providing education and ongoing support as required. Regional epidemiological analysis has identified Niagara's top 10 priority areas and therefore a cross departmental pilot strategy has been implemented to address the increased rates of respiratory infections in children 13 years of age and younger. This SMART objective relies heavily on creative and adaptable health promotion strategies, collaboration and cooperation between teams, expanded clinic services, and extensive community outreach for increased access to clinic services, and ongoing support and education to area providers.</p>

B. Key Partners/Stakeholders

Please provide a high level summary of the specific key internal and external partners you will collaborate with to deliver on this Standard. Include a description of the contribution/role of these partners in program and service delivery, the mechanism for engagement (e.g., data sharing agreements, committee tables, working groups, etc.), and frequency of engagement. Please also describe any situations where the programming provided by external partners is sufficient so that you have not had to deliver similar programming under this Standard.

NRPH partners externally with schools and school boards, child care providers, primary care providers, pharmacists, and regional LTC homes, retirement homes, agencies, detention centres, and workplaces. These community stakeholders jointly participate in the delivery of immunization services as follows: NRPH providing immunization delivery within schools; community immunization service providers administer vaccine with VPD support and guidance; communication with the school boards supports programmatic service delivery models; and data collection/knowledge translation related to immunizations is provided through relationships with child care providers, schools, and various immunization providers within the community. Internally, NRPH supports primary care and pharmacies who provide travel vaccines and influenza vaccines to those 5 years of age and over. Currently VPD partners internally with the Infectious Disease program, Sexual Health program, School Health program, Dental Program and Child Health program to identify and establish joint needs and ongoing program development based on efficiency and effectiveness of service provision. We routinely collaborate, review program delivery, and plan future initiatives based on the identification of needs brought forward by our Primary Care Engagement Advisor. Niagara also engages routinely with various other provincial PHUs (resource sharing, programmatic updates, and general inquiry) and the MOHLTC through participation in multiple working groups such as reviewing/updating the most recent Vaccine Storage and Handling Protocol, multiple working groups related to Panorama immunization and inventory modules. NRPH pilots and participates in data testing for implementation of Panorama functionality and most recently participated in a collaborative research initiative with various academic researchers to examine mitigating pain and fear with immunization.

Program name: Immunization

Annual Service Plan - Intervention descriptions

	Name	Written description of intervention: <i>(please include brief description of evidence and/or mandate to support this</i>
<i>Intervention 1</i>	Immunization Clinics	As mandated through the Immunization Standard, VPD offers daily immunization clinics to the general public which include evening hours. All publicly funded and some fee for service vaccines are offered at these clinics. They are hosted in 3 Public Health offices across Niagara and 2 community locations. Additional clinic space in underserved communities where a need for vaccination services has been identified is currently being investigated. Primary care providers and pharmacies offer travel vaccines and counselling however, to help meet demand Public Health offers Yellow Fever, Twinrix, Rabies and Hep A vaccines. Communities and populations that are underserved are provided clinics, such as Influenza, by VPD staff or outreach nurses. Programming was piloted to support an increase in influenza vaccinations to children ages 1 to 13 and their families in various community locations as a means to meet the goals set forth in the SMART objective. Clinic services include immunization administration, review and analysis of immunization records, and consultation to clients. Clinic success is monitored annually. In 2019 VPD expected to offer service levels which match or exceed the 2018 service levels (218 clinics, administered 5,525 immunizations to 2,543 residents). Additional clinics will also be offered to support students facing suspension through the Immunization School Pupils Act (ISPA) are held at the health unit offices during convenient times for parents. Clinics are also held at all high schools to support this population (see School Immunization Program).

<i>Intervention 2</i>	Manage AEFIs according to PHOs recommendations	As mandated under the Immunization Standard, and in accordance with the Health Protection and Promotion Act, Niagara promotes the reporting of adverse events following immunization and supports all HCPs with guidance on accessing, completing and submitting the required documentation. Suspect events are monitored, investigated and documented following provincial reporting criteria.
	Name	Written description of intervention: <i>(please include brief description of evidence and/or mandate to support this</i>
<i>Intervention 3</i>	Consultation Services for Primary Care	Under the Immunization standard, VPD provides consultation services and recommendations to primary care providers and pharmacists regarding vaccines and immunization schedules. VPD promotes collaborative relationships to support primary care providers and pharmacists ultimately increasing disease protection for residents by increasing immunization uptake. VPD provides primary care providers with health promotion resources and support with education to reduce administration errors and ensure providers feel comfortable calling VPD the program as a credible source of information.
	Name	Written description of intervention: <i>(please include brief description of evidence and/or mandate to support this</i>
<i>Intervention 4</i>	Health Promotion	Niagara utilizes health promotion strategies to increase public knowledge and confidence in immunization programs and the importance of vaccines. Health promotion activities directed at parents, primary care and child care will be improved on for 2019. Using analytics from our 2018 campaigns, resident comments to vaccine-related posts on Niagara Region Facebook page, as well findings from a 2017 systematic review on parents' experiences with vaccine communication, emphasis will be on revamping key messages on our website and campaign materials with balanced information so parents can make an informed decision. Primary care will be instrumental in increasing immunization rates of the flu vaccine in young children in particular. Evaluation feedback from academic detailing in 2018 confirms interest in more vaccination information, so efforts are underway to find out specifics through a survey followed up by fall outreach and resources. To equip primary care with a means to address vaccine hesitant parents, we are adapting ImmunizeBC's Immunization Communication Tool so that it is Niagara-specific. Finally, health promotion activities focused on child care will include a form to keep track of staff immunizations, new website content, continuing to provide monthly emails to Daycare Providers to share with parents, and participating in a fall event targeting child care workers in Niagara.

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<i>Intervention 5</i>	Vaccine Storage/Handling and Education	<p>In relation to the Immunization Standard and the expected outcome of reduced vaccine wastage, VPD provides information and education to primary care providers, and various other immunizers including pharmacists, to promote effective vaccine inventory management as per the MOHLTC Vaccine Storage and Handling Guidelines and the Vaccine Storage and Handling Protocol, 2018. Vaccine distribution by program assistants (PA) relies on monthly temperature log reviews, assessment of current vaccine inventory as indicated on the vaccine order form, and adherence to eligibility requirements as outlined in the Publicly Funded schedule. Any issues identified by the PA are forwarded to a Public Health nurse (PHN) for follow-up consultation. PHNs assigned to the cold chain portfolio support immunization services provided by 390 health care providers, 109 pharmacies, and numerous other facilities such as post secondary schools, workplaces, retirement homes, LTC homes, detention centers, and addiction services. PHNs conduct annual vaccine fridge maintenance inspections for all providers carrying publicly funded vaccine, as well as cold chain incident inspections as required. There is also opportunity during inspections, and also upon request outside of inspections, to provide training and support for effective inventory management and general immunization services, schedule review and problem record review. PHNs also assist with implementing trouble shooting measures as a means to mitigating vaccine wastage. Proper transportation of vaccine is reinforced by PAs and PHNs ensuring that the appropriate transport equipment is used and maintained prior to releasing any vaccine product. Memos and medical advisories are forwarded to HCPs as a means to disseminate relative and time sensitive information related to all immunization processes and services; routine updates are also provided electronically through the monthly physicians' newsletter. Prompt follow-up on adverse storage conditions and the provision of ongoing education assists in mitigating vaccine wastage and ensuring that viable vaccine is available to immunize the residents of Niagara.</p>

	Name	Written description of intervention: <i>(please include brief description of evidence and/or mandate to support this</i>
<i>Intervention 6</i>	Vaccine Distribution	To provide ongoing support and easy access to vaccines for health care providers VPD distributes vaccine products to primary care offices with door to door delivery and offers pick-up access at Public Health satellite offices. This supports access to safe and effective vaccines to the residents of Niagara in the communities where they live. VPD delivers vaccine products to all HCPs once per month (twice per month for those HCPs with no local Public Health office offering vaccine pick-up). Delivery of influenza vaccines is made to all long term care and retirement homes early in the season to support timely, effective immunization to this vulnerable population.
<i>Intervention 7</i>	Creation, Maintenance and Analysis of Immunization Records	In relation to the Immunization Standard expected outcomes of timely and effective outbreak management, ensuring children have up-to-date immunizations and the reduction of incidence of vaccine preventable diseases by identifying vulnerable individuals within child care facilities and schools, the VPD program ensures there is current data available for timely and effective outbreak management. VPD creates, updates and reviews the immunization records of over 4,000 child care attendees and 60,000 students annually. Immunization notices are sent to all overdue child care attendees and students ages 7 through 17. Suspension notices are sent to students who do not respond to the first notice and the suspension process as outlined in the ISPA is implemented for all students who do not comply with immunization requirements. By implementing the ISPA annually target coverage rates for provincially funded vaccines are met as indicated through various accountability agreements.

Example: Summary

- Community Needs & Priorities
 - Locations with limited health services or low vaccination populations
 - 5 Community locations for clinics (218 clinics delivered per year)
 - 5,525 doses of vaccine administered
 - 2,543 residents served
 - Risk of outbreaks in schools & child care
 - 4,000 child care attendees
 - 64,000 students
 - Primary care sector serving most Niagara residents
 - Respiratory infections common in children 13 years of age or lower

- Key Partners/Stakeholders

- School boards
- Child care
- Early ON
- Primary care
- Pharmacists
- Long term care & retirement homes
- Detention centres
- Workplaces

- Interventions

- Immunization clinics
- Manage Adverse Events Following Immunizations
- Consultation to Primary Care
- Health Promotion
- Vaccine Storage & Handling Oversight
- Vaccine Distribution to Primary Care
- Maintenance & Analysis of Child Immunization Records

Budget Request

Cost shared program-based funding (75%/25%)	\$30,070,614
Program-based funding (100% funded)	\$ 3,898,500

Base Funding Requests

Project Title	Base Funding Request
Inflation adjustment to base budget	\$480,634
Targeted interventions to tackle Niagara's emerging health issues	\$257,766
Integration of Vision Screening and school dental Interventions	\$140,577
Immunization record data integrity	\$81,340
Impacting priority populations within targeted high need community locations	\$68,800
Total Base Funding Request	\$1,029,117

One-Time Funding Requests

Project Title	Base Funding Request
Enhanced customer service through online multi-modal client registration development	\$235,200
Continued implementation of a data governance framework to support the adoption of business intelligence within decision making	\$105,797
Community based safe injection activities within priority populations	\$100,000
Enhancing the health units capacity to engage in scheduled program evaluation to support evidence informed decision making	\$86,361
Increasing capacity to mitigate the health impacts of climate change across all sectors of the Health Impact Pyramid	\$85,922
Upgrade of vaccination storage and distribution equipment	\$85,000
Enhancing the health units capacity to engage in multi-modal communication strategies	\$71,850
Development of standardized electronic data collection and performance metrics for Public Health - health promotion and prevention activities	\$64,771
Enhanced inspection transparency	\$50,000
Targeted interventions to reduce respiratory infections in children under 13	\$44,800
Total One-Time Funding Request	\$929,701

Recommendation

- That the Board of Health (BOH)/Regional Council **APPROVE** the 2019 Annual Service Plan (ASP) and Budget Submission to the Ministry of Health and Long-Term Care (MOHLTC) for March 1, 2019.