

WNCHEALTHYIMPACT

Frequently Asked Questions

On Community Health Improvement Process (CHIP) - for Public Health Agencies

This CHIP FAQ document can be used and tailored to create your own local communication messages and materials.

1. What is the difference between the Community Health Assessment (CHA) and the Community Health Needs Assessment (CHNA)?

In North Carolina, a county-level Community Health Assessment (CHA) process includes: compiling health-related data and assets, analyzing and interpreting the data, and then setting priorities (see first 3 steps in cycle below). This process is documented in the CHA report and is required for public health agencies. In WNC, nonprofit hospitals collaborate with their county's public health agency and partners on the process and document this information in a Community Health Needs Assessment (CHNA), required by the IRS. Hospitals include one or more counties in the CHNA for their hospital facility.

2. What is a Community Health Improvement Plan (CHIP)? How does it relate to State Action Plans (for health departments) and Implementation Strategies (for hospitals)?

- A Community Health Improvement Plan (CHIP) serves as a strategic health improvement plan that is designed to reflect the big picture of what is taking place across the whole community related to priority health needs. This plan results from a collaborative action planning process in each county/community and helps encourage cross-sector collaboration.

Note: We are piloting an electronic version of this tool, which offers additional benefits noted in Question 5.

- NC Division of Public Health requires local public health agencies to submit a "Community Health Action Plan Form" for each of 3 priority health needs identified in the CHA.
- The IRS requirement for nonprofit hospitals is an "Implementation Strategy" that describes what the hospital will do in response to the identified health priorities. It may include hospital-specific strategies in more than one county and becomes a public document.

Community Health Improvement Process



3. What is the Community Health Improvement Process?

The Community Health Improvement Process refers to the entire, ongoing, iterative process that includes creating CHA and CHIP reports. It also includes all of the action and evaluation that is needed to implement and monitor the strategies outlined in the CHIP – created by hospitals, engaged community members, and partners. To align timing requirements, collaborating agencies in western NC have chosen to repeat this cycle every three years.

Note: During the 2016 cycle we are using Results-Based Accountability™ (RBA) basics, ideas, and tools to enhance our prior cycle's approach, which offers more benefits noted in Question 5.

4. What is WNC Healthy Impact's regional role in all of this?

WNC Healthy Impact is a partnership and coordinated process between public health, hospitals, and key regional partners in western North Carolina. Through in-kind partner time and leadership, consultants, and WNCHN staff, this effort creates and provides multiple datasets, trainings, tools and templates, and provides technical assistance to public health agencies and hospitals. This regional support is designed to enhance the local efforts that work with partners to assess health needs, develop collaborative plans, take action, and evaluate progress and results. In WNC, public health agencies continue to lead the local community health improvement process by engaging with their hospitals and other local partners.

5. What are the biggest changes to the WNC Healthy Impact process this 2016-18 cycle?

With support from The Duke Endowment, WNC Healthy Impact is infusing Results-Based Accountability™ (RBA) throughout regional trainings, tools, templates, and technical assistance. An RBA consulting team is in place to help hospitals, public health agencies, and their aligned partners use the RBA approach and tools.

Results-Based Accountability™ (RBA):

- Provides a common language and a common sense approach that improves the way we talk about what we do and helps us work toward collaborative action with a focus on results.
- Is being used throughout the collaborative action and performance measurement (evaluation) training processes, tools, and support.
- Can improve decision-making, accountability among partners, and create a culture of continuous evaluation and improvement throughout the community health improvement process.

Scorecards for CHIP & Workgroups:

WNC Healthy Impact is offering electronic, web-based templates for the Community Health Improvement Plan (e-CHIP) and the Hospital Implementation Strategy as a new approach to monitoring and communicating health improvements.

- These are formatted using Clear Impact Scorecard software, which is low-cost, easy to use and share, and supports performance measure monitoring and program improvement of workgroups.
- Scorecards provide a unique capability for users to save information, which is beneficial as staff and workgroup members change.

e-CHIP Screenshot



6. Why create an e-CHIP when we are required to submit state Action Plan forms?

- It creates a mechanism to organize and support ongoing monitoring and reporting of results to partners and/or DPH (such as for the SOTCH or Health Coalitions).
- It is a performance improvement, data display, and communication tool that uses plain language and is highly customizable (add pictures, videos, success stories, links to reports, etc).
- All or part of the scorecard can be embedded on any website, shared on social media and it can be viewed and updated at a public or partner meeting.
- It's not too late to give it a try (while there is a funded team to support you and the technology purchase) even if you have been focused first on getting the state action plan forms completed.

Please contact Marian.Arledge@WNCHN.org (828-490-0158) with questions or for more information.

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