

## Summary of the Site Visitors' Report

### **Overall impression of the department as a functioning health department:**

*"The Utah Department of Health has demonstrated a strong commitment to advancing public health performance, both within the department and within the state public health system overall. As noted in this report, many department programs and activities can serve as models for the nation. The commitment of agency leadership to achieving a consistent culture of quality throughout the agency positions UDOH to achieve its strategic priorities of promoting the healthiest people, optimizing Medicaid, and being a great organization."*

### **Three greatest strengths:**

*"The Utah DOH has demonstrated exceptional capacity to collect, analyze, report, and act on data that reflects health and environmental issues impacting Utahans. The department has invested in robust data tools such as IBIS-PH which provides the foundation of the assessment function within the department and the statewide public health system. Analytic capacity and informatics are two additional key components of the department's data function, and the department wisely invests in both.*

*Another notable strength of the department is its demonstrated culture of collaboration. This culture was evident through not only the department's documentation, but also the interviews conducted during the site visit. In particular, participants in the community partners' interview unanimously expressed recognition and deep appreciation for the department's long-term commitment to collaboration.*

*The overall strength of the Utah DOH is facilitated by the strong, effective agency infrastructure that has been developed over many years. Specific areas of strength which are supported through effective agency infrastructure include regulatory functions and policy and planning functions. Additionally, the department's work is enhanced through positive relationships between the department and other state agencies with whom they have close working relationships."*

### **Three opportunities for improvement:**

*"The department has an opportunity to improve its performance and the performance of the public health system by building on the foundation it has established in performance management and quality improvement. The department has a solid QI plan along with a uniform framework and strategy for performance management, utilized across state agencies. There is a great opportunity to build on both of these by fully institutionalizing them across the department, taking the department's performance to the next level and furthering the its ability to achieve the agency's strategic priorities of the healthiest people, optimizing Medicaid, and being a great organization.*

*UDOH also has an opportunity to move further develop existing relationships with diverse populations to more fully address disparities in health outcomes among populations. This could include engaging partners representing diverse populations earlier in policy and program planning processes, and building on existing partnerships with academia to diversify the public health workforce.*

*The interview with the governing entity clearly reflected the existence of a strong working relationship between the department and the governing entity, built on a foundation of mutual trust. The department has the opportunity to further advance that relationship by more fully engaging the governing entity, particularly the Health Advisory Council by consistently informing them of their public health role and providing a thorough orientation to new members."*