San Antonio Metropolitan Health District Employee Workforce Development Survey

Metro Health is conducting this survey to...

- determine how, when and why employees enter the public health workforce and remain with the organization
- assess employees' professional development and continuing education needs and preferences
- evaluate employees' health information needs, information searching behaviors and access to library resources
- assess the public health framework within which employees perform assigned tasks and job duties

Your honest and candid responses will allow Metro Health to identify the most effective methods for promoting access to professional development and continuing education opportunities and public health information resources. Additionally, your responses will facilitate the creation of a strategic workforce development plan that will support employees' training needs and the national accreditation process. The survey will take approximately 20-30 minutes to complete. Paper copies and language translations are available.

Feel free to contact Jac Peery with your questions, concerns or suggestions:

Jacqueline Peery, MSIS, CHES

Health Information Librarian

The Grace and Harold Sewell Memorial Fund Fellowship

http://sewellfund.org/

jacqueline.peery@sanantonio.gov

Thank you in advance for taking the time to complete this survey!

What is your current Division within Metro Health?

O	Administrative Services (Director's Office, Facilities, Fiscal, HR, IT, Public Relations, Vital Statistics)
O	Clinical Services (STD/HIV, TB, Immunization, Dental)
O	Environmental Services (Sanitation, Vector Control, Lab, PHEP, EHWC, PCEH)
O	Population-based Services (Obesity/Chronic Disease, CPPW, Tobacco, Project WORTH, Healthy Start
	WIC. School)

How many years have you been employed...

	as a public health worker?	for Metro Health?
	Select 1	Select 1
less than 1 year	•	•
1-4 years	•	•
5-9 years	•	•
10 - 19 years	•	•
20 + years	O	O

Where were you immediately prior to beginning employment with Metro Health?

\mathbf{C}	Health care services (clinics or hospitals)
\mathbf{O}	Higher Education/Academic employment
\mathbf{O}	K-12 employment
\mathbf{O}	Student
\mathbf{O}	Military
\mathbf{O}	Nonprofit organization
\mathbf{O}	Other COSA department
\mathbf{O}	Other governmental agency
\mathbf{O}	Other governmental public health agency
\mathbf{O}	Private industry
\mathbf{O}	Self-employed
\mathbf{O}	Unemployed/Looking for work
\mathbf{O}	Other

Please select your highest level of education...

	when you FIRST joined Metro Health.	currently attained.
	Select 1	Select 1
High School/GED	•	•
Some college	•	•
Associate's degree	•	•
Bachelor's degree	•	•
Master's degree	•	•
Doctoral degree	•	•
Advanced professional degree (e.g. DDS, MD, JD, etc.)	0	0

In y	your current position you are a (SELECT ALL THAT APPLY):
	Full-time employee Part-time employee Temporary employee Contract employee
Gei	nder Identity:
O	Female Male
Ple	ase enter your age range:
0000	•
	60 + years

Rac	e/Ethnicity (SELECT ALL THAT APPLY):
	American Indian/Alaska Native/ Native Hawaiian/Pacific Islander/Asian Black/African American Hispanic/Latino White Other:
Are	you fluent in a language besides English?
	Yes No
Wh	ich additional language are you a fluent speaker?
fro	w much do these factors influence your decision to REMAIN with Metro Health? (Please use the scale $m \ 1-10$ to indicate your level of influence with $10 = most$ influential; $5 = average$ influence; and $1 = average$ influence with $10 = average$ influence.
	Competitive benefits
	Competitive salary
	Flexibility of work schedule
	Job security
	Identifying with the mission and vision
	Wanted a career in the public health field
	Wanted to work with specific populations served by public health

Please rate how strongly you agree or disagree with the following statements about the ORGANIZATIONAL CULTURE at Metro Health:

	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
There is an atmosphere of trust and mutual respect within the organization	•	•	•	•	0
Employees are held to high professional standards for the work they do	0	•	•	•	•
Innovative ideas and creative solutions are encouraged and considered by management	•	•	•	•	•
New employees are supported in their new roles	•	•	•	•	•
The work environment is safe and secure	0	0	0	•	•

Please rate how strongly you agree or disagree with the following statements about CAREER ADVANCEMENT at Metro Health:

	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Employees are being professionally mentored to excel in their current positions	O	O	O	•	•
Employees are being trained and prepared to accept greater responsibility in their current roles	•	•	•	•	•
Employees receive constructive feedback that can help them improve their performance	•	•	•	•	•
Employees are trained and supported to pursue advanced positions within Metro Health	0	•	•	•	0

Please rate how strongly you agree or disagree with the following statements about PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION at Metro Health:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Adequate time is provided for professional development and continuing education	O	0	O	•	•
Employees are provided with opportunities to learn from one another across programs	0	0	0	•	•
Professional development opportunities offered provide employees with the knowledge and skills most needed to do their work effectively	•	•	•	•	•
Leadership/supervisors support professional development and continuing education	O	0	0	•	•

The purpose of the following questions is to assess your information seeking behavior and the health information needs you have in order to successfully complete your assigned job duties. Your honest and candid responses will help us determine what resources need to be made available to our staff.

How do you usually locate resources and best-practices information to perform your job? (Please rank in
order with 1 being how you usually locate resources)
Self-directed Internet searches (think: Google search) Ask an assistant or a co-worker to look for information on your behalf Contact a colleague outside of Metro Health Contact a librarian/information specialist

How frequently do you utilize the following resources to perform your job? What method and source do you prefer?

			Frequency of use				Method/Source	
		Daily	Weekly	Monthly	Seldom	Never	In- person/Print	On- line/Electronic
>	UTHSCSA Libraries	0	O	•	O	O	O	O
>	San Antonio Public Library	0	O	•	•	O	•	•
>	State/Federal agency reports	0	O	O	O	0	O	•
>	Professional conferences/meetings	O	•	O	•	O	O	O
>	Professional journals	0	O	•	•	O	•	•
>	Mass media (newspapers/magazines/TV/r adio)	O	•	•	•	•	•	0
>	Metro Health memos/reports/documents	O	O	•	O	O	•	•

Do you have a professional credential that requires annual continuing education?
O Yes

O No

	w do you currently meet your continuing education and professional development eds/requirements? (SELECT ALL THAT APPLY):
	In-person workshops/seminars/conferences hosted by a professional organization On-line web-based courses/self-study hosted by a professional organization In-house training provided by Metro Health
	to covers the expenses of your continuing education and professional development trainings? LECT ALL THAT APPLY):
	I cover the expenses out-of-my-own-pocket My grant covers the expenses Metro Health covers the expenses
Ho	w interested are you in participating in public health education and training?
0	Very interested Interested Not interested
	nat format would work best for you to participate in public health education? (Please rank in order of efference with 1 being the most preferred)
	On-line courses only
	On-site courses offered at Metro Health (332 W. Commerce)
	On-site courses offered at The UT School of Public Health (Medical Center)
	On-site courses offered at UTSA Department of Health & Kinesiology (1604 Campus)
	w important is receiving academic credit that can be applied towards a degree (undergraduate or duate)?
O	Extremely Important
O	Very Important
O	Neither Important nor Unimportant
0	Very Unimportant
0	Not at all Important

How interested are you in attending library instruction, information seeking, and database searching classes?
Very interestedInterestedNot interested
What format would work best for you to participate in library instruction classes? (Please rank in order of preference with 1 being the most preferred)
On-line only On-site courses offered at Metro Health sites On-site courses offered at the library branches
Are there other types of continuing education and professional development trainings that interest you?
How interested are you in having access to a Social Business Network among your Metro Health colleagues? (e.g. an application like Facebook)
Very interestedInterestedNot interested
If you are interested or very interested in a Social Business Network, what kinds of posts would you like to see presented? (SELECT ALL THAT APPLY)
 □ Events hosted by Metro Health Staff □ New hire introductions □ Staff photos □ Press releases □ Departmental news □ Other

How knowledgeable are you about the scope of services provided by Metro Health for the San Antonio and Bexar County community? (Please use the scale from 1-10 to indicate your level of influence with 10 = most influential; 5 = average influence; and 1 = least influential)

 Administrative Services: Public Relations
Administrative Services: Vital Statistics
 Administrative Services: Community Health Assessment
 Administrative Services: Information Technology
 Administrative Services: Human Resources
 Administrative Services: Fiscal
 Clinical Services: STD/HIV
 Clinical Services: TB
 Clinical Services: Immunization
 Clinical Services: Dental
 Environmental Health Services: Sanitation
 Environmental Health Services: Vector Control
 Environmental Health Services: Laboratory
 Environmental Health Services: Public Health Emergency Preparedness
Environmental Health Services: Epidemiology
 Environmental Health Services: Environmental Health & Wellness Cente
 Environmental Health Services: Public Center for Environmental Health
 Population Based Services: Chronic Disease Prevention
 Population Based Services: Communities Putting Prevention to Work
 Population Based Services: Tobacco Prevention/Control
 Population Based Services: Project WORTH
 Population Based Services: Healthy Start
 Population Based Services: Women, Infants & Children
Population Based Services: School Health

The last question will allow us to evaluate our staff's familiarity with two public health models currently guiding public health practice. Again, your candid responses help us understand the framework within which you complete your assigned tasks and job duties.

How familiar are you with...

		Familiarity	
the 10 Essential Public Health Services?	Very familiar	Familiar	Unfamiliar
Assure Competent Workforce Link to / Provide Care Enforce Laws Diagnose & Investigate Inform, Educate, Empower Mobilize Community Partnerships Develop Policies	O	O	•
the Core Competencies for Public Health Professionals which are divided into 8 key dimensions of public health practice: 1. Analytic/Assessment 2. Policy Development/Program Planning 3. Communication 4. Cultural Competency 5. Community Dimensions of Practice 6. Public Health Sciences 7. Financial Planning and Management 8. Leadership and Systems Thinking The Council on Linkages Between Academia and Public Health Practice	•	•	•

In your current position, are you one of the following: Executive Staff, Services Administrator, Healt
Program Manager, Special Projects Manager, Public Relations Manager or Systems Manager?
O Yes
O No

Metro Health strives to provide professional development to further staff members' skills in and knowledge of public health practice. The purpose of the following assessment statements is to help determine public health training and education needs according to the Core Competency framework.

The following section should take approximately 15-20 minutes to complete. Stand up, stretch, grab your favorite office snack and answer the last bit of the survey honestly and candidly. Your answers and time are truly appreciated!

The Council on Linkages Between Academia and Public Health Practice outline 8 key dimensions of public health practice:

- 1. Analytic/Assessment
- 2. Policy Development/Program Planning
- 3. Communication
- 4. Cultural Competency
- 5. Community Dimensions of Practice
- 6. Public Health Sciences
- 7. Financial Planning and Management
- 8. Leadership and Systems Thinking

"The Core Competencies for Public Health Professionals are a set of skills desirable for the broad practice of public health. They reflect the characteristics that staff of public health organizations may want to possess as they work to protect and promote health in the community. Further, they are designed to serve as a starting point for academic and practice organizations to understand, assess, and meet their training and workforce needs."

~ Public Health Foundation

Please think about what level you are currently able to perform the following skills/competencies and use the scale to evaluate your own level of ability.

Knowledgeable = I am comfortable with the knowledge and/or ability to apply this skill/competency

Aware = I have limited knowledge and/or ability to apply this skill/competency

Minimal = I have very little knowledge and/or ability to apply this skill/competency

Analytic/Assessment

	Level of Ability		
	Knowledgeable	Aware	Minimal
Identify the health status of populations and their related determinants of health and illness (e.g., factors contributing to health promotion and disease prevention, the quality, availability and use of health services)	•	•	•
Describe the characteristics of a population-based health problem (e.g., equity, social determinants, environment)	•	•	•
Use variables that measure public health conditions	0	0	0
Use methods and instruments for collecting valid and reliable quantitative and qualitative data	•	•	0
Identify sources of public health data and information	•	•	0
Recognize the integrity and comparability of	0	O	O

data Identify gaps in data sources	0	O	O
Adhere to ethical principles in the collection, maintenance, use, and dissemination of data and information	•	•	•
Describe the public health applications of quantitative and qualitative data	•	•	•
Collect quantitative and qualitative community data (e.g., risks and benefits to the community, health and resource needs)	•	•	•
Use information technology to collect, store, and retrieve data	•	•	•
Describe how data are used to address scientific, political, ethical, and social public health issues	•	•	•

Policy Development and Program Planning

	Level of Ability		
	Knowledgeable	Aware	Minimal
Gather information relevant to specific public health policy issues	•	•	•
Describe how policy options can influence public health programs	•	•	•
Explain the expected outcomes of policy options (e.g., health, fiscal, administrative,	•	•	•

legal, ethical, social,			
political) Gather information that will inform policy decisions (e.g., health, fiscal, administrative, legal, ethical, social, political)	•	•	•
Describe the public health laws and regulations governing public health programs	•	•	0
Participate in program planning processes	O	•	•
Incorporate policies and procedures into program plans and structures	0	0	0
Identify mechanisms to monitor and evaluate programs for their effectiveness and quality	•	•	•
Demonstrate the use of public health informatics practices and procedures (e.g., use of information systems infrastructure to improve health outcomes)	•	•	•

Communication

	Level of Ability		
	Knowledgeable	Aware	Minimal
Communicate in writing and orally, in person, and through electronic means, with linguistic and cultural proficiency	•	•	•
Solicit community- based input from	0	0	0

individuals and organizations			
Convey public health information using a variety of approaches (e.g., social networks, media, blogs)	•	•	•
Participate in the development of demographic, statistical, programmatic and scientific presentations	•	•	•
Apply communication and group dynamic strategies (e.g., principled negotiation, conflict resolution, active listening, risk communication) in interactions with individuals and groups	•	•	•

Cultural Competency

	Level of Ability		
	Knowledgeable	Aware	Minimal
Incorporate strategies for interacting with persons from diverse backgrounds (e.g., cultural, socioeconomic, educational, racial, gender, age, ethnic, sexual orientation, professional, religious affiliation, mental and physical capabilities)	•	•	•
Recognize the role of cultural, social, and behavioral factors in the accessibility, availability,	•	•	•

acceptability and delivery of public health services			
Respond to diverse needs that are the result of cultural differences	•	•	•
Describe the dynamic forces that contribute to cultural diversity	0	0	O
Describe the need for a diverse public health workforce	0	0	O

Community Dimensions of Practice

	Level of Ability		
	Knowledgeable	Aware	Minimal
Recognize community linkages and relationships among multiple factors (or determinants) affecting health (e.g., The Socio- Ecological Model)	•	•	•
Demonstrate the capacity to work in community-based participatory research efforts	•	•	•
Identify stakeholders	O	O	O
Collaborate with community partners to promote the health of the population	•	•	•
Maintain partnerships with key stakeholders	0	0	0
Use group processes to advance community involvement	•	•	•
Describe the role of governmental and non-	O	0	0

governmental organizations in the delivery of community health services			
Identify community assets and resources	0	0	0
Gather input from the community to inform the development of public health policy and programs	•	•	•
Inform the public about policies, programs, and resources	0	0	0

Public Health Sciences

	Level of Ability		
	Knowledgeable	Aware	Minimal
Relate public health science skills to the Core Public Health Functions and Ten Essential Services of Public Health	•	•	•
Identify the basic public health sciences (including, but not limited to biostatistics, epidemiology, environmental health sciences, health services administration, and social and behavioral health sciences)	•	•	•
Describe the scientific evidence related to a public health issue, concern, or, intervention	•	•	•
Retrieve scientific evidence from a variety	0	0	0

of text and electronic sources			
Discuss the limitations of research findings (e.g., limitations of data sources, importance of observations and interrelationships)	•	•	•
Describe the laws, regulations, policies and procedures for the ethical conduct of research (e.g., patient confidentiality, human subject processes)	0	0	0
Partner with other public health professionals in building the scientific base of public health	0	0	0

	Level of Ability		
	Knowledgeable	Aware	Minimal
Describe the local, state, and federal public health and health care systems	•	•	•
Describe the organizational structures, functions, and authorities of local, state, and federal public health agencies	•	•	•
Adhere to the organization's policies and procedures	•	•	•
Participate in the development of a programmatic budget	•	•	•
Operate programs within current and forecasted budget constraints	•	•	•
Identify strategies for determining budget priorities based on federal, state, and local financial contributions	•	•	•
Report program performance	0	•	0
Contribute to the preparation of proposals for funding from external sources	•	•	•
Apply basic human relations skills to internal collaborations, motivation of colleagues, and resolution of conflicts	•	•	•
Demonstrate public health informatics skills to improve program and business operations (e.g.,	•	0	0

performance management and improvement)			
Participate in the development of contracts and other agreements for the provision of services	•	•	•
Describe how cost- effectiveness, cost- benefit, and cost-utility analyses affect programmatic prioritization and decision making	O	•	0

Leadership and Systems Thinking

	Level of Ability		
	Knowledgeable	Aware	Minimal
Incorporate ethical standards of practice as the basis of all interactions with organizations, communities, and individuals	•	•	•
Describe how public health operates within a larger system	•	•	•
Participate with stakeholders in identifying key public health values and a shared public health vision as guiding principles for community action	•	•	•
Identify internal and external problems that may affect the delivery of Essential Public Health Services	•	•	•

Use individual, team and organizational learning opportunities for personal and professional development	•	•	•
Participate in the measuring, reporting and continuous improvement of organizational performance	•	•	•
Describe the impact of changes in the public health system, and larger social, political, economic environment on organizational practices	•	•	•

Is there anything else you would like to tell us that we did not ask?

Thank you for taking the survey! Your responses are crucial to creating a workforce development plan that will support our staff's training needs and the national accreditation process. Feel free to contact Jac Peery, Health Information Librarian, with your questions, concerns or suggestions at jacqueline.peery@sanantonio.gov

Adapted from: The Council on Linkages Between Academia and Public Health Practice Pipeline Survey; the Self-Assessment for Tier 1 Public Health Professionals created Janet Place, MPH and staff at the NC Public Health Academy and the North Carolina Institute for Public Health at the University of North Carolina Gillings School of Global Public Health; and the Training Partners for Tennessee Public Health questionnaire funded by the National Library of Medicine.