

# Improving Health Outcomes: Action Plan 2026

## Priority Area 1: Data-Driven Decision-Making

**SMART Goal: By December 2026, NNPH will revise its strategic plan to include at least two evidence-based performance metrics per program to measure health outcomes.**

| Strategy   | Accountable  | Timeline                 | Deliverables  |
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| 1. Revise the strategic plan to include two evidence-based performance metrics per program.                  | Director of Programs and Projects and Program Managers/Supervisors     | March 2026-December 2026 | <ul style="list-style-type: none"> <li>Program managers will conduct quarterly reviews of performance management data with their respective programs.</li> <li>Performance management data will be included as a standing item on all quarterly program meeting agendas.</li> </ul> |
| 2. Use performance management system data to evaluate program effectiveness and program improvement efforts. | Program Managers, Management Analyst, and Community Health Coordinator | March 2026-December 2026 | <ul style="list-style-type: none"> <li>Each program will identify at least one data-informed opportunity for improvement that is new each year.</li> <li>Programs will document data utilization within performance management narratives.</li> </ul>                               |

## Priority Area 2: Addressing factors that influence community health

**SMART Goal: By December 2027, NNPH will implement four targeted strategies across programs, policies, and partnerships to improve community health outcomes.**

| Strategy | Accountable | Timeline | Deliverables |
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| 1. Adopt a practice of incorporating brief training or storytelling focused on improving health outcomes into general staff meetings.  | Community Health Coordinator, Deputy District Health Officer, Health Officer, and Director of Programs and Projects | July 2026-December 2027 | <ul style="list-style-type: none"> <li>• Ensure at least 10 minutes on improving health outcomes are included as a standing agenda topic at all general staff meetings.</li> </ul>   |
| 2. Expand opportunities for small businesses who are operated by at risk communities, to receive technical assistance that improves understanding of regulations/policies, support permit issuance, and promote compliant and sustainable business operations. | EHS and AQM Divisions, Program Managers/Supervisors, and Community Health Coordinator                               | July 2026-December 2027 | <ul style="list-style-type: none"> <li>• Conduct at least one small business engagement activity per year.</li> <li>• Documentation of agendas, attendance, informational materials, trainings, or workshops to support compliance and sustainable business operations.</li> </ul> |
| 3. Establish an internal standard for subawards and requests for proposals (RFP's), requiring applicants to explain how their proposed activities meet community needs and deliver measurable community benefit.   | Program Managers, Administrative Health Services, Leadership, and Community Health Coordinator                      | July 2026-December 2027 | <ul style="list-style-type: none"> <li>• Develop standard criteria for subawards and RFPs to assess community needs and benefit.</li> <li>• Develop a simple RFP scoring method to strengthen consistency.</li> </ul>  |

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| 4. Establish a policy requiring each division to designate representatives, based on division size, to participate in internal committee meetings to advance strategic priorities and strengthen community health outcomes. | Community Health Coordinator, Program Managers, and Leadership | July 2026-December 2027 | <ul style="list-style-type: none"> <li>• Attendance logs</li> <li>• Policy requiring participation</li> </ul> |
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### Priority Area 3: Modernizing Hiring Practices

**SMART Goal: By December 2027, NNPH will modernize the hiring process to address community needs.**

| Strategy   | Accountable   | Timeline                   | Deliverables  |
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| 1. Identify key partnerships with higher education institutions, public health organizations, and professional groups to expand recruitment. | Hiring Managers, Leadership, and Community Health Coordinator | January 2027-December 2027 | <ul style="list-style-type: none"> <li>• List of partners by division</li> </ul>                |
| 2. Review and revise NNPH class specifications, ensuring competencies reflect community priorities and                                       | Washoe County HR, Hiring Managers, and Community              | January 2027-December 2027 | <ul style="list-style-type: none"> <li>• Evaluate at least four class specifications</li> </ul> |

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| support effective service delivery.   | Health Coordinator  |                            |   |
| 3. Research and adopt strategies to increase candidate pools, attract qualified candidates, and strengthen modern hiring practices.   | Washoe County HR, NNPH Hiring Committee, HR Representative, Hiring Managers, and Community Health Coordinator | January 2027-December 2027 | <ul style="list-style-type: none"> <li>At least two new recruitment approaches piloted</li> </ul>   |
| 4. Establish a standardized interview protocol with questions that assess applicants' knowledge of and experience of community needs. | Community Health Coordinator and Hiring Managers  | January 2027-December 2027 | <ul style="list-style-type: none"> <li>Create a set of interview questions for the hiring manager or panel to select from, designed to evaluate an applicant's knowledge and experience in addressing community needs.</li> </ul> |
| 5. Train hiring panels to ensure consistent hiring practices.   | Washoe County HR, HR Representative, Hiring Managers, and Community Health Coordinator                        | January 2027-December 2027 | <ul style="list-style-type: none"> <li>Develop a standardized hiring panel training curriculum.</li> </ul>  |

## Priority Area 4: Building Workforce Capacity to meet Community Health Needs

**SMART Goal: By December 2028, staff will demonstrate a 10% increase in knowledge of community health needs, as measured by pre- and post-assessment surveys.**

| Strategy   | Accountable   | Timeline                   | Deliverables   |
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| 1. Explore funding opportunities to support staff seeking higher education opportunities.  | Community Health Coordinator and Leadership                               | January 2028-December 2028 | <ul style="list-style-type: none"> <li>List of potential funding sources</li> </ul>  |
| 2. Internal staff identify at least one professional goal annually to support career development.                                    | HR Representative, Program Managers and Supervisors, and Community Health | January 2028-December 2028 | <ul style="list-style-type: none"> <li>At least 75% of staff will include one professional goal as part of their annual performance evaluation.</li> </ul> |
| 3. Continue to provide Social Determinants of Health (SDOH) training as part of new employee onboarding to support effective service | Community Health Coordinator, Program Managers, and Workforce             | January 2028-December 2028 | <ul style="list-style-type: none"> <li>Staff report a 10% increase in knowledge through pre- and post- surveys.</li> </ul>                                 |

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| delivery and strengthen community health outcomes.   | Development Team   |                             |  |
| 4. Implement division- or program-specific training on SDOH and the public health system to increase staff knowledge to better meet community needs. | Community Health Coordinator, Program Managers, and Workforce Development Team | January 2028- December 2028 | <ul style="list-style-type: none"> <li>• Training agendas</li> <li>• Sign-in sheets</li> <li>• Staff report a 10% increase in knowledge through pre- and post- surveys.</li> </ul> |