

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
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"> Program managers will conduct quarterly reviews of performance management data with their respective programs. Performance management data will be included as a standing item on all quarterly program meeting agendas.
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"> Each program will identify at least one data-informed opportunity for improvement that is new each year. Programs will document data utilization within performance management narratives.

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
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	July 2026-December 2027	<ul style="list-style-type: none"> Ensure at least 10 minutes on improving health outcomes are included as a standing agenda topic at all general staff meetings.

	Director of Programs and Projects		
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"> • Conduct at least one small business engagement activity per year. • Documentation of agendas, attendance, informational materials, trainings, or workshops to support compliance and sustainable business operations.
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"> • Develop standard criteria for subawards and RFPs to assess community needs and benefit. • Develop a simple RFP scoring method to strengthen consistency.
4. Establish a policy requiring each division to designate representatives, based on division size, to participate in internal committee meetings to advance strategic priorities	Community Health Coordinator, Program Managers, and Leadership	July 2026-December 2027	<ul style="list-style-type: none"> • Attendance logs • Policy requiring participation

and strengthen community health outcomes.

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
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">List of partners by division
2. Review and revise NNPH class specifications, ensuring competencies reflect community priorities and support effective service delivery.	Washoe County HR, Hiring Managers, and Community Health Coordinator	January 2027-December 2027	<ul style="list-style-type: none">Evaluate at least four class specifications
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">At least two new recruitment approaches piloted

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"> • 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.
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"> • Develop a standardized hiring panel training curriculum.

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
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"> • List of potential funding sources

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"> At least 75% of staff will include one professional goal as part of their annual performance evaluation.
3. Continue to provide Social Determinants of Health (SDOH) training as part of new employee onboarding to support effective service delivery and strengthen community health outcomes.	Community Health Coordinator, Program Managers, and Workforce Development Team	January 2028-December 2028	<ul style="list-style-type: none"> Staff report a 10% increase in knowledge through pre- and post- surveys.
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"> Training agendas Sign-in sheets Staff report a 10% increase in knowledge through pre- and post- surveys.