

Message from the Commissioner



I am pleased to present to you the Connecticut Department of Public Health's five year strategic plan for 2019 - 2023. This updated plan builds upon our initial strategic planning conducted in 2013, establishes our long term priorities, and will be used as a roadmap to guide our future.

This plan was thoughtfully developed by engaging management, staff, and key partners representing local and tribal health agencies, legislators, other state agencies, health professional organizations, academic institutions, and health care providers. They came together to reaffirm our mission, vision, and values, and to review and discuss emerging public health issues, as well as our successes, strengths and challenges, and priorities for the future. Their input and expertise will help guide us through unprecedented changes in our environment, and the many complex public health issues we face.

Our strategic priorities reflect a focus on strengthening our capacity and resources, modernizing data and analytics for decision making, reducing health disparities across high burden and costly health conditions, and enhancing service to our customers. A commitment to innovation, excellence, and performance are required in order to achieve these results and to provide greater opportunities for all residents to achieve their highest attainable standard of health.

I would like to recognize all agency staff for the work they do each day in helping to protect and improve the health of our residents. We have much to celebrate in terms of progress, and much more to be done. I invite you to join us in this work and consider what role you might play in moving us to our vision of "Healthy People in Healthy Connecticut Communities."

Raul Pino, MD, MPH
Commissioner



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Connecticut Department of Public Health

*Keeping Connecticut
Healthy*



**Organizational
Strategic Plan**

2019-2023

DPH Vision

Healthy People in Healthy Connecticut Communities.

DPH Mission

To protect and improve the health and safety of the people of Connecticut by:

- Assuring the conditions in which people can be healthy;
- Preventing disease, injury, and disability; and
- Promoting the equal enjoyment of the highest attainable standard of health, which is a human right and a priority of the state.

Our Values

PERFORMANCE-BASED: We learn from our past efforts and use measures and data to focus our future efforts.

EQUITABLE: We foster policies and programs that promote fairness, social justice, equity and cultural competence.

PROFESSIONAL: We respect and uphold the high standards, skills, competence, and integrity of our professions.

COLLABORATIVE: We work together and with others who share a similar vision for the mutual benefit of the community.

ACCOUNTABLE: We are responsive and transparent to the public in our actions and communications.

INNOVATIVE: We are creative and seek out new ways to solve problems.

SERVICE-ORIENTED: We respect, listen, and respond to our customers.

STRATEGIC PRIORITIES & OBJECTIVES

GOAL 1: Strengthen Capacity to Improve Population Health.

Objective 1: Maintain PHAB accreditation & prepare for reaccreditation.

Objective 2: Improve health equity in all policies.

GOAL 2: Provide Quality, Reliable, Secure Data & Information.

Objective 1: Invest in data analytics and the modernization of IT Systems.

Objective 2: Update State Health Assessment with a refined set of core indicators.

GOAL 3: Promote Health Equity by Reducing Health Disparities for SHIP & CDC 6 | 18 Key Health Indicators.

Objective 1: Align strategies to reduce hypertension, tobacco use, cancer, diabetes, asthma & obesity.

Objective 2: Align strategies to reduce misuse and deaths related to opioids.

Objective 3: Align strategies to address lead poisoning, healthy homes and water adequacy and quality.

Objective 4: Align strategies to reduce HPV, HAI & HIV.

Objective 5: Align strategies to prevent unintended pregnancies & infant mortality.

GOAL 4: Recruit, Retain & Develop a Competent, Public Health Workforce.

Objective 1: Provide and encourage workforce development and advancement opportunities.

Objective 2: Build leadership and subject matter expertise through professional development and mentoring.

Objective 3: Ensure an effective and efficient recruitment process.

GOAL 5: Promote a Culture of Customer Service.

Objective 1: Streamline business processes to reduce inefficiencies and enhance responsiveness.

Objective 2: Enhance customer service knowledge and skills through education, clear expectations, modeled behavior and evaluation.

Principle of Health Equity

Fundamental to the fair administration of its programs and services is DPH's effort to address the challenges faced by certain populations, to ensure equitable access to resources and high quality services, and to do no harm. Sec. 19a-4j C.G.S. establishes an Office of Health Equity within the Department of Public Health to improve the health of all Connecticut residents by working to eliminate differences in disease, disability and death rates among ethnic, racial and other population groups that are known to have adverse health status or outcomes.