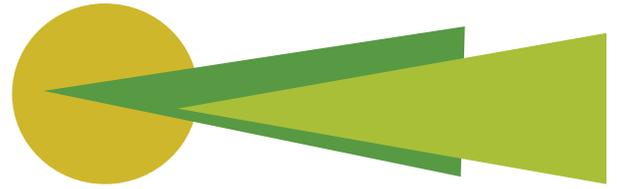


VISION



for the New Hampshire Division of Public Health Services

 The New Hampshire Division of Public Health Services is committed to being a responsive, expert, leadership organization that promotes optimal health and well being for all people in New Hampshire and protects them from illness and injury. Our first responsibility is to serve the public – individuals, families, communities and organizations – by delivering high quality, evidence-based services. We believe that quality health services should be available, accessible, affordable and culturally competent. Our duty is to assure the public’s health, and we will do so with commitment, competence, integrity, and justice. We will respond promptly to public health threats, inquiries, and emerging issues.

 As the state public health department, we hold a unique leadership position in the state’s public health system. In this role, we believe it is our responsibility to set direction based on science and the public health needs of our residents. Our stakeholders look to us for direction, expertise, technical assistance, and resources. We will be available 24 hours a day, seven days a week to respond to public health threats and issues as needed.

 We believe that the people in our division are our greatest resources. We will encourage each other in our strong commitment to our work and recognize each other’s skill, competence and unique contribution. We will treat each other with respect, understanding that our individual diversity creates a stronger organization. We will support each other to develop professionally and personally and seek opportunities to maintain our competence and stimulate our interests. We will model this commitment to excellence and create an environment of integrity and justice in which everyone can achieve their potential.

 We receive and distribute state and federal funds used to deliver essential public health services. As stewards of these funds, we will carry out our work using evidence-based, cost-effective methods. We will monitor the use of all funds to guarantee delivery of the highest quality services. In allocating funds, we will make certain that resources are used effectively and efficiently to improve health outcomes. In times when competing priorities make resource allocations difficult and unpopular, we will rely on public health principles and work through the challenges to the best of our ability. Yet we will strive to remain innovative, flexible, and adaptable to address the particular needs of individuals, our communities, and changing situations.





We are charged with the authority and accountability to enforce laws to protect the public's health in areas as varied as the inspection of food establishments and the prevention of childhood lead poisoning. To assure the public's health, we will work swiftly within the limits of our laws and the authority they grant. We will evolve with the changing public health environment to best inform policymakers and assist with developing sound public policy.



Our work depends upon our collaboration with our many public health system partners. New Hampshire's small size contributes to our ability to work together. We have a long and strong history of public/private partnerships that is unique to our state and will serve as a solid foundation as we work towards our goal of a regional public health system. These partnerships are key if all people in New Hampshire are to have access to the knowledge and services that impact their health. We will value and respect the individual contributions of our partners, which strengthen the public health system. Whether we are preventing diabetes, alcohol related motor vehicle crashes, or tuberculosis, promoting healthy birth outcomes, or developing systems of care for individuals and families, we will encourage the open and honest communication and sharing of expertise among all partners that will make these partnerships most successful.



Our ability in the short-term to solve many public health problems, such as obesity or smoking, is limited. Such problems are complex and require widespread public health approaches such as policy or environmental changes, the cooperation of interested parties, financial resources, and education to individuals, families and communities. As with any bureaucracy, we may face policies and regulations that can slow progress toward a goal. Although this can be frustrating, we recognize these challenges and our collective longevity in this field demonstrates the patience and persistence required for a sustained response. We will continue our leadership role in these situations, and work closely with our partners to effect change.



In meeting our responsibilities, we will use all the tools we possess to promote good health and provide protection from preventable illness and injury. To accomplish our goals and maintain New Hampshire's public health system, we will measure the quality of our services and continually improve upon them in our pursuit of excellence.

