

Canton City Public Health

1st Quarter 2019 Report (Meeting 05/20/19)

PERFORMANCE UPDATE

On a quarterly basis, the DLT will provide a written update to the Board of Health of the organization's performance, including a copy of the Performance of Organization Strategic Priorities Status Summary Dashboard, in accordance with policy 800-034-P Organizational Strategic and Performance Management System.

PERFORMANCE UPDATE:

On the following page is a copy of the Performance of Organization Strategic Priorities Status Summary Dashboard for 1st quarter 2019 (as of March 31, 2019). As can be seen, of the 12 strategic priority performance measures, 3 targets were achieved, 2 objectives were completed, 2 are close to target 3 are below target, and 2 measures have not started yet. As the Dashboard shows, the trend in performance for the 12 strategic priority performance measures is 3 have improved performance compared to last quarter, 6 have maintained the same performance compared to last quarter, 2 have declined performance compared to last quarter, and one is n/a since it's a new objective.

The 5 strategic priority performance measures that achieved their targets or objectives were completed demonstrate overall performance improvement for these activities. Two of these measures, Chronic measure 1.1 (Feasibility of Tobacco 21) and Maternal measure 2.2 (WIC outreach), have also improved their performance status compared to last quarter.

For the 3 strategic priority performance measures that are below target:

- Environmental measure 1.1 “Decrease % of critical food safety violations”: The number of critical food safety violations have increased compared to last quarter, showing a decline in performance. That data that is used from HDIS to track this performance measure may be incorrect, so EH will confirm that all inspections are entered correctly into HDIS and the violations being reported are accurate. Completed the creation of an enforcement plan and working to communicate plan to food operators.
- Maternal measure 2.1 “Decrease # of participants certified without current benefits”: Both phone calls and appointment reminder cards were sent to participants during the quarter. However, the number of participants certified without current benefits has increased compared to last quarter. Due to the changes of budget not allowing the text reminder system, and current caseload retention trends that are a concern statewide for the WIC program, this objective target has been determined unattainable. This objective will be revised in the next strategic plan.
- Staff measure 2.1 “Complete a comprehensive staff satisfaction survey once every 3 years”: The last and first staff satisfaction survey was conducted in December 2017. The current action plan was to complete another survey in March 2019, but this was not able to be completed due to workload. This is assigned to the Workforce Development Team (WDT) who formed in January 2019 and have been working on other priority assignments. It is now planned to complete this survey in August 2019



Canton City Public Health - Performance of Organization Strategic Priorities 2020

Status Summary Dashboard for 1st Quarter 2019 (as of March 31, 2019)

of select strategic priorities performance measures

Strategic Priority Category	Division	Organizational Performance Measure	Unit of Measure	Where did we start? (Baseline)	Where do we want to go? (Goal)	Where should we be now? (Quarter Target)	Where are we now? (Quarter Metric/Status)	Trend
Chronic	EH	1.1 Evaluate feasibility of Implement Tobacco 21 program in Canton	% of completion	0	100	100	100 objective complete	↑
Communicable	Nursing	1.1 Successfully link new HIV cases to care in 90 days	% success	69	85	77	73 close to target	↓
Environmental	APC	2.2 Decrease the # of backlogged air operating permits	# backlog permits	29	0	15	14 target achieved	↔
Environmental	EH	1.1 Decrease % of critical food safety violations	% of critical	11.1	10.0	10.4	21.8 below target	↔
Environmental	Lab	2.3 Evaluate feasibility of Implement Legionella water testing plan	% of completion	0	100	100	101 objective complete	↔
Environmental	Lab	2.4 Revise Laboratory service fees Health Code (starts 04/01/19)	% of completion	0	0	n/a	n/a not started; new	n/a
Maternal	THRIVE	1.1 Decrease infant mortality rate	# deaths per 1,000 live births	9.0	6.0	7.8	7.0 target achieved	↔
Maternal	WIC	2.1 Decrease # of participants certified without current benefits	# of participants	309	263	285	354 below target	↔
Maternal	WIC	2.2 Complete 25 WIC outreach activities per year	% of activities/yr completed	0	100	50	64 target achieved	↑
Access	Nursing	1.1 Develop funding strategy for STI clinic services (starts 07/01/19 03/01/19)	% of completion	0	100	n/a	n/a not started	↔
Foundational	Admin	2.1 Implement electronic leave reporting	% of completion	0	100	95	89 close to target	↑
Staff	Admin	2.1 Implement strategy to address employee satisfaction survey results	% of completion	0	100	36	18 below target	↓

Status Key:

Target Achieved = status metric equal to or better than quarter target (highlighted green);

Close to Target = status metric worse than quarter target, but within 10% of quarter target (highlighted yellow);

Objective Complete = Objective has been successfully completed (highlighted green)

Abbreviations: n/a = not applicable % = percent # = number

Trends (arrows): ↑ Improved performance compared to last quarter

↔ Same performance as last quarter

↓ Declined performance compared to last quarter

Not Started = The start date for the Objective has not occurred yet (highlighted gray)

Below Target = status metric more than 10% worse than quarter target (highlighted red)