

Quality Improvement, Performance Management, & Strategic Priorities Update



Public Health
Prevent. Promote. Protect.





Canton City Public Health

October 30, 2019
By Terri Dzienis

Organizational Performance Management and Strategic Plan Update







CCPH Strategic Plan Overview

-  The 2017-2020 Strategic Plan (located on the CCPH website) contains the list of strategic priorities for the organization.
-  The Strategic Plan include any priorities from the Stark County Community Health Improvement Plan (CHIP) which are assigned to CCPH.
-  There are 21 priority goals and 50 priority objectives
-  Each of the strategic priority objectives has an established action plan detailing the steps on how to accomplish the priority.

CCPH Strategic Plan Overview

- 🛡️ Once every 6-months, each division leader updates the progress of their division's strategic priority objectives and action plans.
- 🛡️ Then the DLT reviews the progress of all the priorities.
- 🛡️ If the priority is not on target, next steps are decided to help achieve target, which include:
 - 🛡️ Update schedule or steps of the action plan
 - 🛡️ Update priority language to be more reflective of needs and intent

CCPH Strategic Plan Overview

-  The progress results are summarized in a dashboard format to provide a concise snap-shot of the information.
-  The dashboard and summary report are provided to the Board and on the website once every 6-months.
-  The Strategic Plan is reviewed and revised according to the progress data annually (Latest revision 6/24/2019)
-  Current plan expires June 30, 2020, but this will be revised to expire on December 31, 2020 in an upcoming Board meeting (to align with CHIP).

CCPH SP Dashboard 1st 6-Month 2019



Canton City Public Health - Performance of Organization Strategic Priorities 2020				
Status Summary Dashboard for 6-month period ending March 31, 2019				
of all strategic priority performance measures				

Strategic Priority			Division / Committee	What is the Status?	Trend
Category	Goal	Objective			
Chronic	Goal 1. Increase access to healthier lifestyle choices in the community				
		Objective 1.1. Evaluate feasibility of Tobacco-21 program implementation in Canton by 12/31/2018 to decrease the incidence of youth initiation of smoking. decrease the incidence of youth initiation of smoking by 5% by the year 2020 through implementation of T-21 program in Canton.	Admin / EH	objective complete	↔
		Objective 1.2. Work with community partnerships to increase the number of tobacco free outdoor areas by 3 by the year 2020.	Admin	target achieved	↑
		Objective 1.3. Work with community partnerships to increase the access to fresh food choices in identified community food deserts by 2 by 2020.	Admin	target achieved	↑
Chronic	Goal 2. Decrease the rate of unintentional injuries.				
		Objective 2.1 Decrease the rate of reported animal bites in Canton City by 10% by 2020	EH	target achieved	↔
Communicable	Goal 1. Reduce the risk of bloodborne pathogen infection in the community				
		Objective 1.1. 85% of newly identified HIV cases are linked to care within 90 days of diagnosis.	Nursing	close to target	↑
		Objective 1.2. Implement a risk reduction program to decrease the number of new Hepatitis C infections in the community by 5% by 2020	Nursing	close to target	↓
Communicable	Goal 2. Decrease the prevalence of STI infections in the community.				
		Objective 2.1 Decrease the rate of Chlamydia infections in Canton city by 5% by 2020 by effectively treating CCPH cases within 60 days.	Nursing	target achieved	↑
		Objective 2.2 Increase the amount of educational outreach programs in the community by 10% by 2020. Baseline is one program quarterly.	Nursing	close to target	↓
Communicable	Goal 3. Increase the number of children immunized in Canton City				
		Objective 3.1. Children between the ages of 0 and 35 months of age receiving vaccinations at the health department will have their vaccination record accessed, caregiver will receive education, and receive recommended vaccinations (as permitted by caregiver).	Nursing	target achieved	↔
Environmental	Goal 1. Increase compliance with environmental health laws and rules				
		Objective 1.1: Decrease the percentage of critical food safety violations divided by total violations (RFE/FSO) by a total of 10% by 2019 and another 10% (totalling 20%) by 2020.	EH	below target	↓
		Objective 1.2. Decrease the number of open burning violations in Stark County by 10% by 2020.	APC	target achieved	↔

CCPH Strategic Plan Progress

🛡️ As of March 31, 2019, the following summarizing the strategic plan priorities progress:

🛡️ Objective Completed =	9	(18% of total)	63%
🛡️ Target achieved =	14	(27% of total)	
🛡️ Close to target =	9	(18% of total)	
🛡️ Below target =	10	(19% of total)	
🛡️ Not started =	9	(18% of total)	

CCPH Performance Management

- There are 11 CCPH Performance measures.
- These were selected as the highest priorities from each of the 7 categories of the strategic priorities within the Strategic Plan.
- Each division has at least one applicable performance measure.
- The first progress measured toward these measures was in 2nd quarter 2018

CCPH Performance Management

- 🛡️ Quarterly, each division leader updates the status of their division's performance measures.
- 🛡️ If the measure is not on target, next steps are decided to help achieve target, which include:
 - 🛡️ Update schedule or steps of the action plan
 - 🛡️ Update objective language or metric to be more reflective of needs and intent of strategic priority objective

CCPH Performance Management

- Then the DLT reviews the status of all measures as a group to agree on next steps and if QI is needed.
- The quarterly performance data results are summarized in a dashboard format to provide a concise snap-shot of the information.
- The dashboard and summary report are provided to the Board and on the website quarterly.

CCPH PM Dashboard 2nd Quarter 2019



Canton City Public Health - Performance of Organization Strategic Priorities 2020

Status Summary Dashboard for 2nd Quarter 2019 (as of June 30, 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 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	78	77 close to target	↔
Environmental	APC	2.2 Decrease the # of backlogged air operating permits	# backlog permits	29	0	12	13 close to target	↓
Environmental	EH	1.1 Decrease % of critical food safety violations	% of critical	11.1	10.0	10.3	29.6 below target	↔
Environmental	Lab	2.4 Revise Laboratory service fees Health Code	% of completion	0	100	40	14 below target	↓
Maternal	THRIVE	1.1 Decrease infant mortality rate	# deaths per 1,000 live births	9.0	6.0	7.0	3.8 target achieved	↔
Maternal	WIC	2.1 Decrease # of participants certified without current benefits	# of participants	337	320	334	346 close to target	↑
Maternal	WIC	2.2 Complete 25 WIC outreach activities per year	% of activities/yr completed	0	100	75	104 objective complete	↑
Access	Nursing	1.1 Develop funding strategy for STI clinic services (starts 07/01/19)	% of completion	0	100	n/a	n/a not started	↔
Foundational	Admin	2.1 Implement electronic leave reporting	% of completion	100	100	100	100 objective complete	↑
Staff	Admin	2.1 Implement strategy to address employee satisfaction survey results	% of completion	0	100	50	43 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)

Date Reported: 8/21/2019

CCPH PM/SP Dashboard on website


BOARD OF HEALTH
Board of Health
Meetings



HEALTH COMMISSIONER
▶ Health Commissioner

HEALTH DEPARTMENT
▶ Air Pollution Control
▶ Environmental Health
▶ Food Protection
▶ Laboratory
▶ Nursing
▶ Enfermería
▶ Preparedness
▶ Office of Public Health Information
▶ THRIVE - Infant Mortality
▶ Vital Statistics Birth/Death Certificates
▶ Women, Infants and Children (WIC)
Healthy Lifestyle - NEW
Special Projects
▶ **Performance & Quality Improvement**
Leadership Team

Home

Select language: 

TB clinic will be closed Monday, October 28, 2019 and HIV testing clinic will be closed Wednesday, October 30, 2019 for staff development.

Welcome to the Canton City Public Health website!

Canton City Public Health will be closed on Wednesday, October 30, 2019 for staff development.

Did You Know...


- How to protect yourself from measles ([click here](#))?
- Individuals interested in making a donation to the **Stark Wide Approach to Prevention (SWAP)** project can access the SWAP Amazon Wish List [here](#)?
- SWAP (Stark Wide Approach to Prevention), a needle (syringe) access program, is available **Fridays** from **2:00pm** to **4:00pm** (except legal holidays). Click [here](#) for more information.

Publications

- Monthly countywide Communicable Disease [Reports](#) (Epigram).
- Weekly influenza [reports](#).

Mission, Vision and Values

Mission
Working together to prevent the spread of disease, promote health and


Public Health
Prevent. Promote. Protect.

**CANTON CITY
PUBLIC HEALTH**
JAMES M. ADAMS, RS, MPH
HEALTH COMMISSIONER

(330) 489-3231
(330) 489-3335 Fax
Monday - Friday
8:00 am - 4:30 pm
(Excluding [Holidays](#))

Office Address
Canton City Public Health
420 Market Avenue, North
Canton, Ohio 44702
[Driving Directions](#)

Employee E-mail Access
Employee Information

CCPH PM/SP Dashboard on website

BOARD OF HEALTH

Board of Health

Meetings

Healthy Lifestyle

HEALTH COMMISSIONER

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► Laboratory

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► Women, Infants and Children (WIC)

Healthy Lifestyle - NEW

Special Projects

Performance & Quality Improvement

Leadership Team

GENERAL INFORMATION

Home > Performance and QI

Select language:

Organizational Performance and Strategic Plan Progress

How Canton City Public Health (CCPH) performs as an organization is an important part to improving the overall health of the community. CCPH has established a performance management system to monitor and assess its progress toward meeting identified goals, objectives, and desired community health improvement outcomes. Progress is assessed quarterly. Below is the most recent quarterly update on CCPH's organizational performance. [Click here to view reports and dashboard for past and current quarters and strategic plan progress.](#)

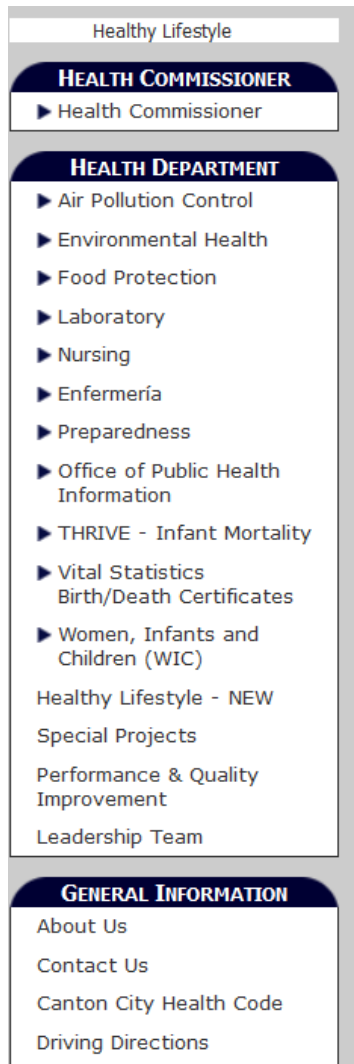
Canton City Public Health - Performance of Organization Strategic Priorities 2020

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CCPH PM/SP Dashboard on website



Organizational Performance

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Below is a list of quarterly dashboards showing the organizational performance. Below also contains a list of performance update reports provided to the Board of Health that explains the performance dashboard statuses.

Dashboards

[2nd Quarter 2018 \(ending 6/30/18\)](#)
[3rd Quarter 2018 \(ending 9/30/18\)](#)
[4th Quarter 2018 \(ending 12/31/18\)](#)
[1st Quarter 2019 \(ending 3/31/19\)](#)
[2nd Quarter 2019 \(ending 6/30/19\)](#)

Board Reports

[2nd Quarter 2018 \(ending 6/30/18\)](#)
[3rd Quarter 2018 \(ending 9/30/18\)](#)
[4th Quarter 2018 \(ending 12/31/18\)](#)
[1st Quarter 2019 \(ending 3/31/19\)](#)
[2nd Quarter 2019 \(ending 6/30/19\)](#)

[Performance Management Training](#) (presented during CCHD All Staff Meeting on 10/24/2018)

Strategic Plan Progress Reports

How Canton City Public Health (CCPH) performs an organization toward achieving its [strategic priorities](#) is an important part to improving the overall health of the community. CCPH monitors progress toward achieving its strategic priorities on a once every 6-month basis. Below is a list of strategic plan update reports provided to the Board of Health that summarizes and explains the CCPH's progress toward achieving its strategic priorities.

[2nd 6-month 2018 \(ending 09/30/2018\) Strategic Plan Progress Report](#)

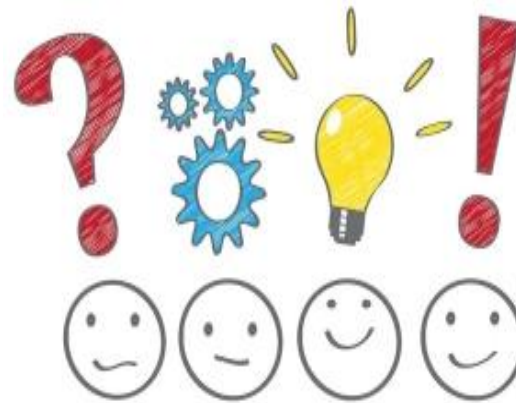
[1st 6-month 2019 \(ending 03/31/2019\) Strategic Plan Progress Report](#)

Plans for 2020



- 🛡️ Strategic Plan 2021-2023 is already under development with a new Workgroup: Linda M., Amanda M., Amanda A., Dea M., Danielle G., Rob K., and Jim A.
- 🛡️ This will incorporate the new CHIP, to be final 2nd quarter 2020.
- 🛡️ It is planned to have Board approval by September 2020 meeting.
- 🛡️ Each division will work to develop more performance measures so that 25% of the division programs have a measure.
- 🛡️ This is a QI Plan goal to be completed by 12/31/2020

Questions?



Presenter Information:

Terri Dzienis

APC Director

(& QIC Chairperson & PM Lead)

Canton City Public Health