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 4th quarter 2019 (as of December 31, 2019). As can be seen, of the 11 strategic priority performance measures, 4 objectives have been completed, 3 targets were achieved, 2 are below target, and 2 were close to target. As the Dashboard shows, the trend in performance for the 11 strategic priority performance measures is 2 have improved performance compared to last quarter, 7 have maintained the same performance compared to last quarter, and 2 have declined performance compared to last quarter.

3 of the 4 strategic priority objectives with the "objective complete" status means they have been completed entirely and achieved the necessary progress planned for that strategic priority.

The 4th strategic priority with the "objective complete" is the Environmental measure 1.1 "Decrease % of critical food safety violations" priority. This priority denotes "2019 objective complete", which means the objective goal ending 12/31/2019 for that strategic priority has been achieved, but there is another goal to be achieved in 2020 in order to complete all planned progress for that strategic priority. This Environmental measure 1.1 priority has been historically below target or status unknown, but with the repairs made to their HDIS software, there is now reliable data which shows this 2019 objective has been achieved, which is a great accomplishment.

The 3 strategic priority objectives that achieved its target is on track to be completed as scheduled.

The 2 strategic priority objectives that are close to the targets are still considered on track and the DLT determined no additional actions were necessary.

For the 2 strategic priority performance measures that are below target:

- Environmental measure 2.2 "Decrease the # of backlogged air operating permits": The target is to have only 6 backlogged permits for this quarter, but there is 11, so APC is 5 permits behind. There are 4 backlogged air operating permits that are awaiting supervisor review, which hasn't been able to be completed due to workload. It is anticipated to get some of these done by the end of next quarter so will be close to target. One backlogged air operating permit has been issued draft, and it won't be issued final until May 2020 due to Ohio EPA policy.

- Communicable measure 1.1 "Successfully link new HIV cases to care in 90 days": There was a change in this staff position in early March 2019, with the DIS Supervisor filling in during the interim. This caused some reduction in efficiency to complete this work on time. there are challenges and barriers working with high risk populations and their readiness to enter care. The DIS received partner services training in October-November 2019. Additionally, there has been a significant rise in syphilis cases in the region which take a higher priority for the DIS. Nursing anticipates seeing an improvement in this measure next quarter.

Canton City Public Health - Performance of Organization Strategic Priorities 2020

Status Summary Dashboard for 4th Quarter 2019 (as of December 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 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	82	72	below target	⬌
Environmental	APC	2.2 Decrease the # of backlogged air operating permits	# backlog permits	29	0	6	11	below target	⬌
Environmental	EH	1.1 Decrease % of critical food safety violations	% of critical	39.4	35.5	35.5	33.2	2019 objective complete	⬆
Environmental	Lab	2.4 Revise Laboratory service fees Health Code	% of completion	0	100	100	100	objective complete	⬆
Maternal	THRIVE	1.1 Decrease infant mortality rate	# deaths per 1,000 live births	9.0	6.0	6.5	4.9	target achieved	⬌
Maternal	WIC	2.1 Decrease # of participants certified without current benefits	# of participants	337	320	327	355	close to target	⬇
Maternal	WIC	2.2 Complete 25 WIC outreach activities per year	% of activites/yr completed	0	76	25	40	target achieved	⬌
Access	Nursing	1.1 Develop funding strategy for STI clinic services (starts 07/01/19)	% of completion	0	100	44	44	target achieved	⬌
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 statisfaction survey results	% of completion	0	100	83	77	close to 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 blue)

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)

Unknown = Data isn't available to determine status (highlighted gray)

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

Date Reported: 2/10/2020