



Canton City Public Health - Performance of Organization Strategic Priorities 2020

Status Summary Dashboard for 6-month period ending December 21, 2020
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.	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 / EH	objective complete ↑
		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 / EH	objective complete ↑
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	objective complete ↑
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	objective complete ↑
		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	objective complete ↑
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	objective complete ↑
		Objective 2.2 Increase the amount of educational outreach programs in the community by 10% by 2020. Baseline is one program quarterly.	Nursing	objective complete ↑
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	objective complete ↑
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	objective cancelled ↔
		Objective 1.2. Decrease the number of open burning violations in Stark County by 10% by 2020.	APC	objective complete ↑
Environmental	Goal 2. Keep community informed of environmental laws and rules			
		Objective 2.1 Increase public access to APC/EH enforcement information including summaries of complaints and enforcement actions	APC / EH	objective complete ↑
		Objective 2.2 To keep APC permitted facilities informed, process 100% of APC renewal operating permits that are backlogged by 2020.	APC	below target ↔
		Objective 2.3 Evaluate feasibility of Legionella water testing plan by 3/31/2019.	Lab	objective complete ↑
		Objective 2.4 Complete an update and revision of Canton City Health Code section 205.04 Laboratory Service Fees	Lab	objective complete ↑
Maternal	Goal 1. Decrease the rate of infant mortality and disparities in birth outcomes in Stark County.			
		Objective 1.1. By 2020, the overall infant mortality rate in Stark County will decrease to less than 6 infant deaths per 1,000 live births.	THRIVE	below target ↓
		Objective 1.2. By 2020, decrease by more than 50% the disparity between black and white infant mortality rates	THRIVE	no longer reporting ↔
		Objective 1.3. By 2020, reduce the number of preterm births to less than 9.4% of all live births.	THRIVE	below target ↓
Maternal	Goal 2. Promote WIC services throughout Stark County to increase total WIC caseload by 2%.			
		Objective 2.1. Decrease the # of participants certified without current benefits by at least 5% for Canton WIC.	WIC	below target ↓
		Objective 2.2. Accomplish 25 outreach activities completed by staff each fiscal year for Canton WIC.	WIC	objective complete ↑
Access	Goal 1. Increase use of billable clinic services.			
		Objective 1.1. By June 1, 2020 October 1, 2019 analyze funding for STI clinic and provide written recommendations to Health Commissioner.	Admin / Nursing	objective cancelled ↔
Access	Goal 2. Improve access to transportation services.			
		Objective 2.1. Partner with at least one program providing transportation services to individuals needing transportation for preventative medical care.	THRIVE	below target ↔
Foundational	Goal 1. Increase marketing of the department and its services.			
		Objective 1.1. Publish articles about the health department in print and online media of general circulation and/or conduct local radio show at least four times each year starting in 2018.	OPHI / CCPH-wide	Objective completed ↑
		Objective 1.2. Health department staff attend at least four neighborhood association meetings each calendar year.	EH / CCPH-wide	objective cancelled ↓
		Objective 1.3. Implement a comprehensive department communication plan that includes a branding policy and use guidelines by 9/1/2018.	Admin / Domain 3	Objective completed ↔
		Objective 1.4. Sponsor at least one community event (like a food collection day) for staff participation each year starting by 12/31/2017.	Admin	objective cancelled ↔

Strategic Priority			Division / Committee	What is the Status?	Trend
Category	Goal	Objective			
Foundational	Goal 2. Increase use of fiscal services and tools provided by the City of Canton.				
		Objective 2.1. Implement paperless leave and reporting system by 4/30/2019.	Admin / CCPH-wide	Objective completed	↔
		Objective 2.2. Implement time and activity reporting module in Kronos system to replace current T&E system within 90 days of Auditor making system available and after 2.1 is completed.	Admin / CCPH-wide	Objective completed On hold	↑
Foundational	Goal 3. Improve information sharing for internal staff use on department's community partnerships				
		Objective 3.1. Complete inventory of community partnerships that health department staff are participating in.	Admin / Domain 4	Objective completed	↔
Foundational	Goal 4. Foster a "Culture of Quality" in the department				
		Objective 4.1. Fully implement the department quality improvement plan by October 1, 2017	QI	Objective complete	↔
		Objective 4.2. Highlight at least two quality improvement projects at annual all staff meeting.	QI	objective cancelled	↔
Foundational	Goal 5. Provide high quality and relevant internal staff communication				
		Objective 5.1. Implement a department Intranet by December 31, 2018.	Admin / IT	Objective complete	↔
		Objective 5.2. Hold at least 1 all staff meeting each calendar year.	CCPH-wide	Objective complete	↑
		Objective 5.3. Each division will hold at least one full or partial staff development day each calendar year starting on January 1, 2018.	CCPH-wide	below target for 2019	↔
Foundational	Goal 6. Effectively utilize technology services within the department				
		Objective 6.1. Utilize Office 365 services by July 31, 2018	CCPH-wide	Objective complete	↔
		Objective 6.2. Fully catalog and document databases in use in department.	Admin / IT	Objective complete	↔
Foundational	Goal 7. Provide excellent customer service.				
		Objective 7.1. Staff training related to customer service will be provided to all staff at a minimum of once every two years with the first training occurring in 2018 and the second training occurring no later than 06/30/2020.	CCPH-wide	objective cancelled	↔
		Objective 7.2. Convert all microfiche birth and death records to PDF so they are faster to retrieve for customer requests. Complete by 6/30/2020.	Vital Statistics	below target for 2019	↔
Foundational	Goal 8. Provide a facility that can better serve the public and enhance work environment for staff.				
		Objective 8.1. Implement a schedule for regular staff safety drills (for example fire, active shooter, severe weather) by June 30, 2020.	Admin / Safety	objective cancelled	↓
		Objective 8.2. Assure that all staff have basic situational awareness training by June 1, 2020.	Admin	objective cancelled	↔
		Objective 8.3. Improve the external and internal signage for the department, by August 31, 2018.	Admin / Domain 3	Objective complete	↔
		Objective 8.4. Provide paint updates to most areas of department and update the floor carpet by June 30, 2020	Admin	Objective complete	↔
	Objective 8.5. Remodel WIC and clinic areas to be more efficient and safe for clients by June 30, 2020	Admin	close to target	↔	
Staff	Goal 1. Streamline training and development programs for employees.				
		Objective 1.1. Develop a new hire onboarding/training guide by December 31, 2020 (in line with WFD Plan)	Admin / WFD	below target	↓
		Objective 1.2. Document a plan for staff training to include required and optional training modules by January 31, 2020 (in line with WFD Plan)	Admin / WFD	Objective complete	↓
		Objective 1.3. REMOVED AND REPLACED WITH 1.5			
		Objective 1.4. Revise policy/form to require a written individual development plan documented in annual performance evaluations for all staff by January 31, 2020.	CCPH-wide	objective cancelled	↔
	Objective 1.5. Revise staff performance evaluation form to be simpler and more focused on necessary performance measures by 6/30/2020.	CCPH-wide	Objective complete	↔	
Staff	Goal 2. Promote staff morale.				
		Objective 2.1. Complete a comprehensive staff satisfaction survey at least once every 3 years starting in 2017 and implement strategy to address results.	Admin / WFD	Objective complete	↑
		Objective 2.2. Implement a policy to complete staff exit interviews by December 31, 2020	Admin / WFD	below target	↓

Status Key:

Target Achieved = objective metric equal to or better than intermediate period (6-month) target (highlighted green)

Close to Target = objective metric worse than intermediate period (6-month) target, but within 10% of intermediate period (6-month) target and not worse than baseline (highlighted yellow)

Below Target = objective metric more than 10% worse than intermediate period (6-month) target (highlighted red)

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

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

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

Light Blue highlighting is for objectives that are also organizational performance measures

Trends (arrows): ↑ Improved performance compared to last intermediate period (6-month)

↔ Same performance as last intermediate period (6-month)

↓ Declined performance compared to last intermediate period (6-month)

Date Reported: 11/20/2019