

Canton City Public Health

2nd Quarter 2019 Report (Meeting 08/21/19)

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 2nd quarter 2019 (as of June 30, 2019). As can be seen, of the 11 strategic priority performance measures, 3 objectives have been completed, 1 target was achieved, 3 are close to target, 3 are below target, and 1 measure has not started yet. As the Dashboard shows, the trend in performance for 11 strategic priority performance measures is 3 have improved performance compared to last quarter, 6 have maintained the same performance compared to last quarter, and 2 have declined performance compared to last quarter.

The 3 strategic priority objectives that have been completed means they have been completed entirely and achieved the necessary progress planned for that strategic priority. In that group, the Maternal 2.2 WIC outreach activities priority, was completed a whole quarter ahead of schedule! The others were completed on schedule.

The 1 strategic priority objective that achieved its target is on track to be completed as scheduled. The 3 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 1 strategic priority performance measure that has not started yet, it will start July 1, 2019, so its performance update will be included in the 3rd quarter 2019 performance update.

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. The largest number of critical violations are due to facilities not having staff training in Food Safety Level 1. EH plans to offer classes locally before 12/31/2019 in an effort to decrease these violations.
- Environmental measure 2.4 “Revise Laboratory service fees Health Code”: Started the work with conducting a time study of all test services provided, which requires staff participation in conducting the tests and recording the times. However, due to staff shortages from medical leave and vacations, staff were not available to participate in the time studies during the 2nd quarter 2019. Need to continue the effort to gather the appropriate data for inform the Health Code revisions.
- Staff measure 2.1 “Implement strategy to address employee satisfaction results”: The action plan for this strategic priority involves both implementing and reporting the strategy to address the employee satisfaction results from December 2017, and also to conduct a new employee satisfaction survey in 2019. The DLT has been implementing their strategy to address the 2017 employee satisfaction survey results, and needs to complete a report of our strategy and progress to share with staff as recommended by the WDT. This was planned to be completed by 06/30/2019 but has fallen behind schedule due to workload. It is planned to be completed during 3rd quarter 2019. The current action plan is for the WDT to complete another survey in November-December 2019, which is still on schedule.



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

Date Reported: 8/21/2019