

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.

PERFORMANCE UPDATE:

On the following page is a copy of the Performance of Organization Strategic Priorities Status Summary Dashboard for 3rd quarter 2018 (as of September 30, 2018). As can be seen, of the 11 strategic priority performance measures, 6 targets were achieved, 3 are below target, and 2 measures have not started yet.

The 6 strategic priority performance measures that achieved their targets demonstrate overall performance improvement was achieved for these activities.

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

- “Successfully link new HIV cases to care in 90 days” measure: Staff turnover is the cause for being below target. The DIS responsible for this work retired in December 2017. A new DIS was hired in the end of January 2018 and completed training in March 2018. The new DIS continues to grow in efficiency and is expected to grow closer to meeting the performance measure in the future. The DIS Supervisor will continue to support the new DIS's growth.
- “Implement Legionella water testing plan” measure: The second round of proficiency tests won't be completed by the outside laboratory until 11/02/2018, then an additional 6 weeks to receive the results. This has delayed completion of the remaining action steps. The action steps deadlines have been extended to 3/31/2019 instead of 12/31/2018 to accommodate this.
- “Decrease # of participants certified without current benefits” measure: The “One Call Now Text Reminder System” did not work in August or September due to workstation issues. This system not working increased the # of participants certified without current benefits above the baseline. This is the first set of data to reflect the impact of this system not working. However, due to funding cuts, this system is no longer operational starting October 2018, the month following this evaluation period. WIC is working to implement other methods of reminders to participants and evaluating data to share with ODH in hopes to secure funding or support to return to using this system.

For the 2 strategic priority performance measures that have not started yet: one will start November 1, 2018, so its performance update will be included in the 4th quarter 2018 performance update; and one will start March 1, 2019, so its performance update will be included in the 1st quarter 2019 performance update.



Public Health
Prevent. Promote. Protect.
Canton City Public Health

Canton City Public Health - Performance of Organization Strategic Priorities 2020

Status Summary Dashboard for 3rd Quarter 2018 (as of September 30, 2018) 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)
Communicable	Nursing	1.1 Successfully link new HIV cases to care in 90 days	% success	69	85	73	60 below target
Chronic	EH	1.1 Implement Tobacco 21 program in Canton (starts 09/01/18)	% of completion	0	100	6.2	13 target achieved
Environmental	APC	2.2 Decrease the # of backlogged air operating permits	# backlog permits	29	0	20	19 target achieved
Environmental	EH	1.1 Decrease % of critical food safety violations	% of critical	11.1	10.0	10.6	10.1 target achieved
Environmental	Lab	2.3 Implement Legionella water testing plan	% of completion	0	100	83	72 below target
Maternal	Thrive	1.1 Decrease infant mortality rate	# deaths per 1,000 live births	9.0	6.0	7.8	6.9 target achieved
Maternal	WIC	2.1 Decrease # of participants certified without current benefits	# of participants	309	263	294	324 below target
Maternal	WIC	2.2 Complete 25 WIC outreach activities per year	% of activities/yr completed	0	100	100	120 target achieved
Access	Nursing	1.1 Develop funding strategy for STI clinic services (starts 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	83	87 target achieved
Staff	Admin	2.1 Implement strategy to address employee satisfaction survey results (starts 11/01/18)	% of completion	0	100	n/a	n/a not started

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);

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

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: 10/18/2018