

Canton City Public Health

3rd Quarter 2019 Report (Meeting 11/25/19)

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 3rd quarter 2019 (as of September 30, 2019). As can be seen, of the 11 strategic priority performance measures, 3 objectives have been completed, 5 targets were achieved, 2 are below target, and 1 measure has an Unknown status. As the Dashboard shows, the trend in performance for 11 strategic priority performance measures is 5 have improved performance compared to last quarter, 3 have maintained the same performance compared to last quarter, 2 have declined performance compared to last quarter, and 1 is unknown.

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.

The 5 strategic priority objectives that achieved its target is on track to be completed as scheduled.

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 9 backlogged permits for this quarter, but there is 11, so APC is 2 permits behind. There are 3 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 these done by the end of next quarter so the target will be achieved.
- 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. Additionally, there are challenges and barriers working with high risk populations and their readiness to enter care. The DIS will receive partner services training in October 2019. Nursing anticipates seeing an improvement in this measure next quarter.

For the 1 strategic priority performance measures that is Unknown:

- Environmental measure 1.1 “Decrease % of critical food safety violations”: The number of critical food safety violations is unknown due to an issue with the data availability. The data to measure this is from a program called HDIS. While gathering the data for this report, it was discovered that the HDIS program was no longer reporting the data correctly. EH has been in regular communication with HDIS to fix this issue, and other identified issues of the software, since October 2019. As of 11/20/2019, the issues are still unresolved.



Public Health
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Canton City Public Health - Performance of Organization Strategic Priorities 2020

Status Summary Dashboard for 3rd Quarter 2019 (as of September 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	80	74 below target	↓
Environmental	APC	2.2 Decrease the # of backlogged air operating permits	# backlog permits	29	0	9	11 below target	↓
Environmental	EH	1.1 Decrease % of critical food safety violations	% of critical	11.1	10.0	10.1	? Unknown	
Environmental	Lab	2.4 Revise Laboratory service fees Health Code	% of completion	0	100	80	80 target achieved	↑
Maternal	THRIVE	1.1 Decrease infant mortality rate	# deaths per 1,000 live births	9.0	6.0	6.8	5.7 target achieved	↔
Maternal	WIC	2.1 Decrease # of participants certified without current benefits	# of participants	337	320	330	307 target achieved	↑
Maternal	WIC	2.2 Complete 25 WIC outreach activities per year	% of activities/yr completed	0	100	100	104 Objective complete 2019	↑
Access	Nursing	1.1 Develop funding strategy for STI clinic services (starts 09/01/19)	% of completion	0	100	11	11 target achieved	↑
Foundational	Admin	2.1 Implement electronic leave reporting	% of completion	0	100	100	100 Objective complete	↔
Staff	Admin	2.1 Implement strategy to address employee satisfaction survey results	% of completion	0	100	75	76 target achieved	↑

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)

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)

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

Trends (arrows): ↑ Improved performance compared to last quarter

↔ Same performance as last quarter

↓ Declined performance compared to last quarter

Date Reported: 11/20/2019