

# Canton City Public Health

4<sup>th</sup> Quarter 2018 Report (Meeting 02/25/19)

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 4<sup>th</sup> quarter 2018 (as of December 31, 2018). As can be seen, of the 11 strategic priority performance measures, 5 targets were achieved, 5 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 2 have improved performance compared to last quarter, 6 have maintained the same performance compared to last quarter, and 3 have declined performance compared to last quarter.

The 5 strategic priority performance measures that achieved their targets demonstrate overall performance improvement for these activities. Two of these measures, Communicable measure 1.1 (HIV cases linkage) and Environmental measure 2.3 (Legionella plan), have also improved their performance status compared to last quarter.

For the 5 strategic priority performance measures that are below target:

- Chronic measure 1.1 “Implement Tobacco 21 program in Canton”: Several meetings were conducted with the Tobacco 21 coalition and internally. It was discovered there is now Canton specific data regarding youth tobacco use that indicates there is a need in the Canton area. Additionally, since there is no data, there is no justification to implement a resource intensive new program like Tobacco 21. Therefore, the objective will be updated to reflect participation in the LiveWell Stark County coalition tobacco reduction initiatives.
- 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. Updated the action steps deadline to create an enforcement plan to start 3/4/2019 instead of 1/1/2019 so it is coordinated to after the food license year so a full review of the program can start with fresh data.
- Maternal measure 2.2 “Complete 25 WIC outreach activities per year”: The new year started on October 2018. In order to achieve this annual target, WIC needs to perform 6.25 outreach activities per quarter. Due to staff turnover causing a Dietician position vacancy, only 5 outreach activities were able to be accomplished this quarter. WIC anticipates the ability to perform the necessary outreach activities next quarter with the hire of a new Dietician.
- Maternal measure 2.1 “Decrease # of participants certified without current benefits”: The “One Call Now” Text Reminder System was not working all quarter due to WIC funding reductions effective October 2018, which may be a contributor to the increased # of participants certified without current benefits above the baseline. However, caseload tends to decreased in the November/December time period each year, which is likely the larger contributor to this issue. WIC will continue using its other administration methods to remind clients of their appointments and reevaluate their performance next quarter.

- Foundational measure 2.1 “Implement electronic leave reporting”: Administration has been working diligently with the City Auditor’s office to get the Kronos electronic leave reporting system programmed and functioning to implement for all CCPH staff. However, the City Auditor’s office has been delayed in completing their action steps to accomplish this objective in the time frames established. Have updated the objective deadline from 12/31/2018 to 04/30/2019 to accommodate these delays.

For the 1 strategic priority performance measure that has not started yet, it will start March 1, 2019, so its performance update will be included in the 1<sup>st</sup> 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 4th Quarter 2018 (as of December 31, 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)	Trend
Chronic	EH	1.1 Implement Tobacco 21 program in Canton	% of completion	0	100	25	6 below target	↔
Communicable	Nursing	1.1 Successfully link new HIV cases to care in 90 days	% success	69	85	75	87 target achieved	↑
Environmental	APC	2.2 Decrease the # of backlogged air operating permits	# backlog permits	29	0	17	15 target achieved	↔
Environmental	EH	1.1 Decrease % of critical food safety violations	% of critical	11.1	10.0	10.6	14.4 below target	↓
Environmental	Lab	2.3 Implement Legionella water testing plan	% of completion	0	100	86	91 target achieved	↑
Maternal	THRIVE	1.1 Decrease infant mortality rate	# deaths per 1,000 live births	9.0	6.0	8.0	6.4 target achieved	↔
Maternal	WIC	2.1 Decrease # of participants certified without current benefits	# of participants	309	263	290	323 below target	↔
Maternal	WIC	2.2 Complete 25 WIC outreach activities per year	% of activities/yr completed	0	100	25	20 below target	↓
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 yet	↔
Foundational	Admin	2.1 Implement electronic leave reporting	% of completion	0	100	100	45 below target	↓
Staff	Admin	2.1 Implement strategy to address employee satisfaction survey results	% of completion	0	100	14	14 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);

**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

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: 2/20/2019