
CCPH Performance Management System

Board of Health

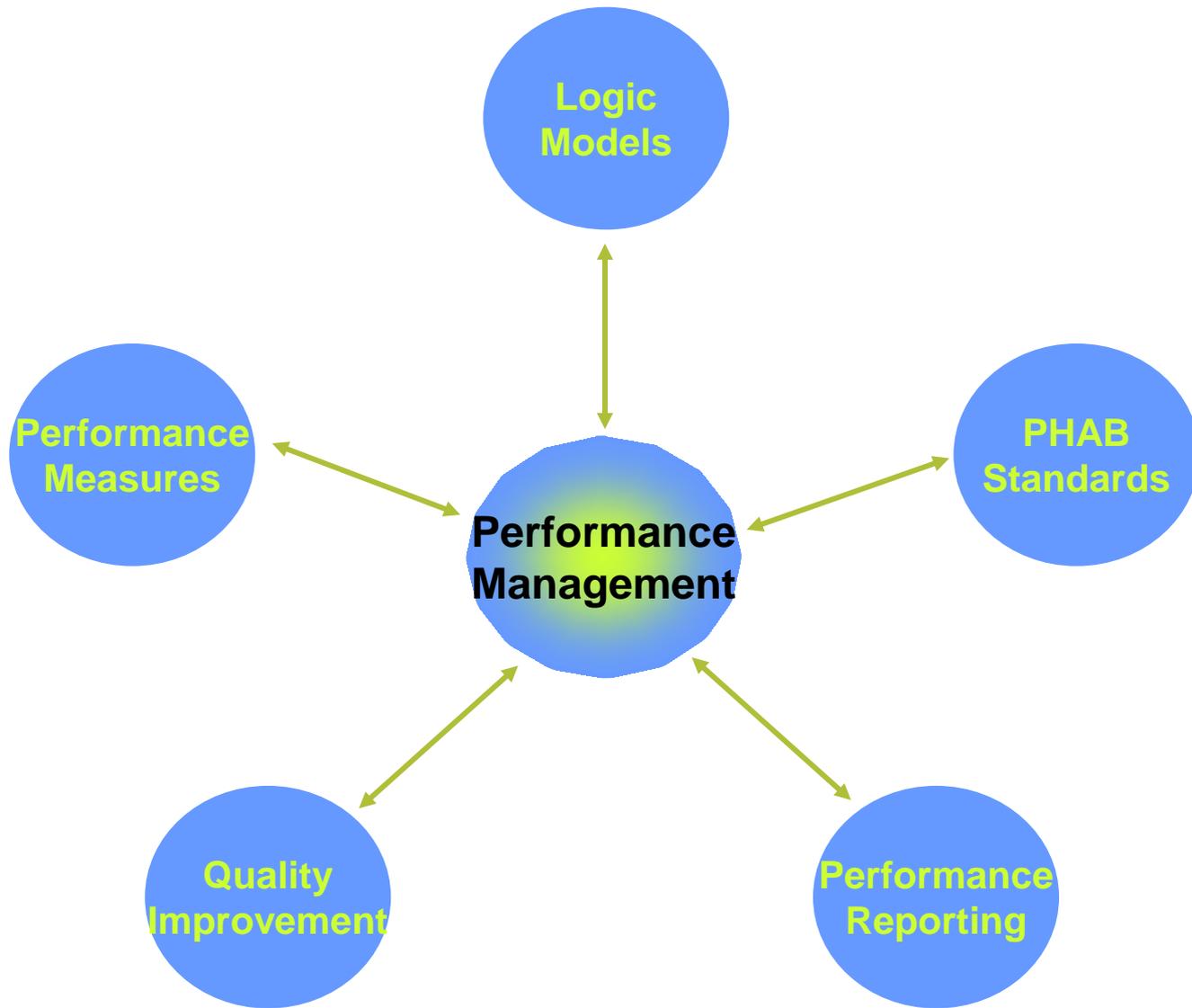
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Performance Management Program Coordinator

Performance Management

- **Definition:** the process of establishing goals and measuring performance against those goals





Logic Models

- **Logic models** visually represent theories/assumptions underlying a program
 - Common logic model components:
 - Inputs
 - Activities
 - Outcomes
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Sample Logic Models



Recreational Water Logic Model

Clark County Public Health

Mission Statement: To protect health, safety, and welfare of users of recreational water facilities (WRF) and swimming beaches

Inputs	Activities	Outcomes		
		Short Term (changes in learning)	Medium Term (changes in behavior)	Long Term (changes in societal conditions)
<ul style="list-style-type: none"> Staff Funding through fees Interns Software Hardware Training Regulations (WACs) Partner agencies 	<ul style="list-style-type: none"> Respond to complaints Sampling water at beaches for testing Creating and maintaining educational documents Outreach Posting signage Review and approve pool plans Establish and maintain partnerships with external agencies and the public Provide education / training Inspect pools and beaches Ensure inspection results are current Provide media releases Enforcement Participate in State review of regulations 	<ul style="list-style-type: none"> Increase public knowledge of pool and swimming beach safety (1) Increase knowledge of WAC compliance requirements (4)(1) Increase knowledge of outbreak response protocol. (4) (3) 	<ul style="list-style-type: none"> Increase reporting of Recreational Water Illness (RWI) (1) (3) Increase WAC compliance at pools and beaches (1) (2) Increase safe behaviors (including behaviors that prevent illness and injury) (1) Improve standardized approach to inspection and illness outbreak response among CCPH staff. (4) (3) 	<ul style="list-style-type: none"> Decrease incidence of recreational water related illnesses Decrease incidence of recreational water related injuries Decrease incidence of drownings

Stakeholders: Vancouver-Clark Washington Parks and Recreation, Washington State Parks, City of Battle Ground, Clark County Public Works, Vancouver Lake Partnerships, Georgia-Pacific, Washington State Department of Ecology, City of Vancouver Department of Engineering, Washington State Department of Health, Health Club Association, Pool and Spa House, National Swimming Pool Foundation, Center for Disease Control and Prevention (CDC), Consumer Product Safety Association

Strategic Plan Themes: 1. Improve health for the community 2. Improve public safety 3. Improve community response and recovery from adverse events 4. Ensure internal excellence within CCPH

Updated 10/28/2015

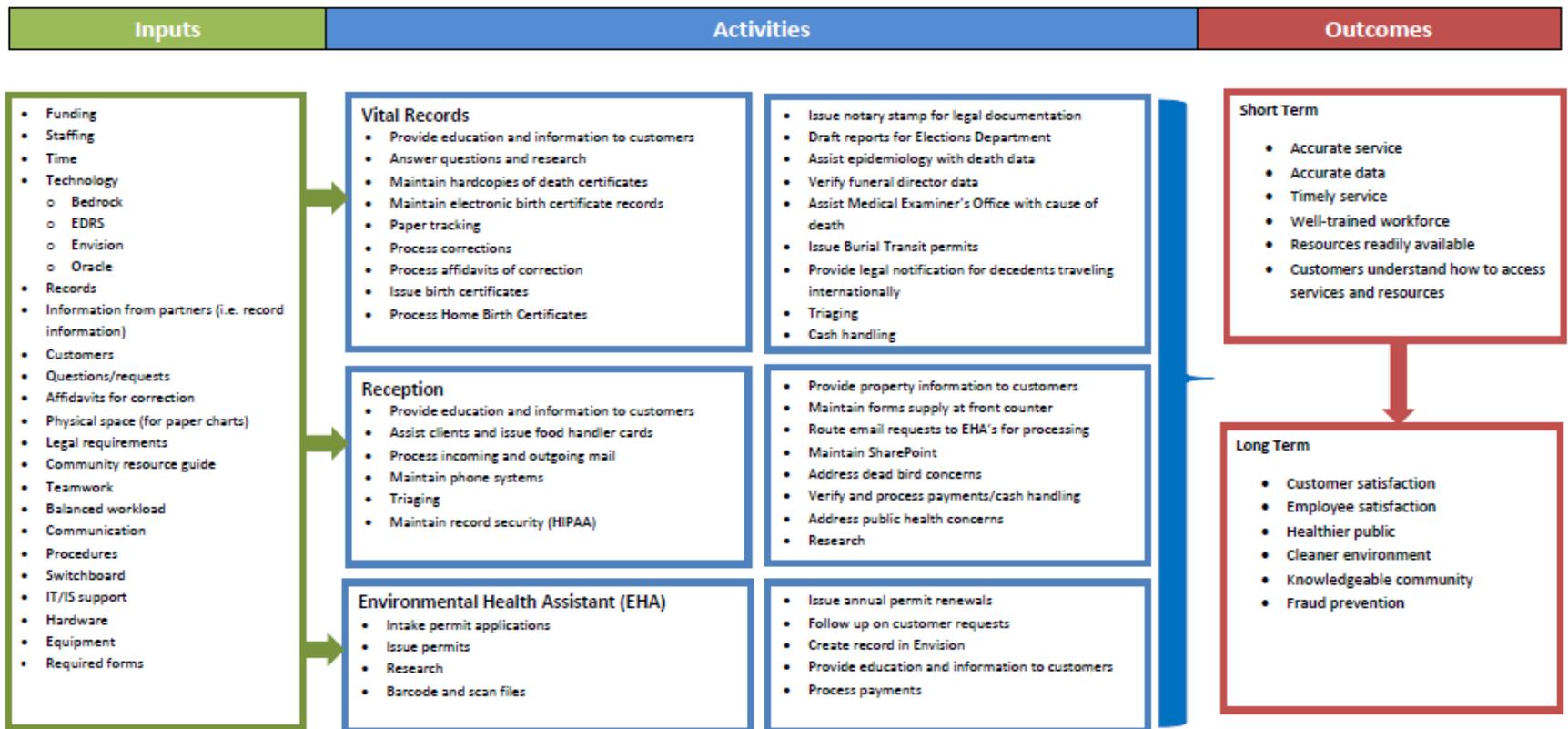
Sample Logic Models



Clark County Public Health Customer Service Logic Model

Vision/Values Statement

We strive to build a positive teamwork environment, improve the way we work together, provide excellent customer service, and demonstrate respectful communication styles with our team, colleagues, and customers.



Our Stakeholders: Customers, Colleagues, County Staff, External Government Agencies, Medical Examiner, Funeral Director, Hospital Staff, Vendors, Community Partners, Volunteers, Families of Decedents, Families of Newborns, Food Establishment and Citizens.

Performance Measures

- **Performance measurement** is the collection, analysis and reporting of performance information for a program
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Sample Performance Measures

Indicator Name	Target	Numerator	Denominator	Data Source	Reporting Frequency	Responsible for Reporting	Notes:
Communicable Diseases							
Timeliness of interview.* (Indicator TBA)		Refer to DOH CD Surveillance Performance Measures (8/15/2014)		DOH Report (5930)	Quarterly	Epidemiologist	Excludes Conditions: Campylobacter, Giardia, Influenza-associated Deaths.
Timeliness of completing an investigation.* (Indicator TBA)			DOH Report (5930)	Quarterly	Epidemiologist		
% of cases (or proxys) interviewed.*	95%		DOH Report (5930)	Quarterly	Epidemiologist	Excludes Conditions: Campylobacter, Giardia, Influenza-associated Deaths.	
% of cases reported within required timeframe.*	90%		DOH Report (5930)	Quarterly	Epidemiologist		
% of cases where investigation was initiated within the time frame specified.*	90%		DOH Report (5930)	Quarterly	Epidemiologist		
% of case with a completed investigation as indicated by completion of "measurement fields".*	90%		DOH Report (5930)	Quarterly	Epidemiologist		
% of foodborne illness notifications completed and entered into Envision \leq 1 business day of report.	80%	# notifications completed \leq 1 business day	Total notifications	Envision	Quarterly	Epidemiologist	2. per National TB Indicators Project (NIP) including benchmarks.
Outbreak Detection & Response							
# of foodborne notifications responded to.		A count		Envision	Monthly	Epidemiologist	
# of foodborne illness outbreaks detected.		A count		CD Records	Monthly	Epidemiologist	
# of Facility based outbreaks detected and investigated by type.		A count		CD Records	Monthly	Epidemiologist	Disaggregated by facility type.
# of outbreaks detected by disease type.		A count		CD Records	Monthly	Epidemiologist	Disaggregated by disease type.
% of reports for which control measures were initiated within appropriate time frame.	90%	Refer to DOH CD Surveillance Performance Measures (8/15/2014)		DOH Report	Quarterly	Epidemiologist	

Sample Performance Measures

CSHCN Measure Definition Sheet					
Measure Name	Numerator	Denominator	Data Source	Reporting Frequency	Measure Notes
Workfirst evaluations completed	Count		Excel sheet	Monthly	Tracking is important for looking at PHN workload; trends in # of Work First referrals coming in.
New referrals to CSHCN program	Count		Insight	Monthly	Non Work-First referrals tracked r/t PHN workload; trends in # of referrals to CSHCN program received.
Clients currently active in CSHCN	Count		CHIF database (state)	Monthly	Clients PHN has ongoing contact with either in person or by phone.

Questions?
