CCPH Performance Management System

Board of Health
April 27th, 2016

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Performance Management Program Coordinator
Performance Management

Definition: the process of establishing goals and measuring performance against those goals
Performance Management

- Logic Models
- Performance Measures
- Quality Improvement
- PHAB Standards
- Performance Reporting
Logic Models

- **Logic models** visually represent theories/assumptions underlying a program

- Common logic model components:
  - Inputs
  - Activities
  - Outcomes
### 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

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Activities</th>
<th>Short Term (changes in learning)</th>
<th>Medium Term (changes in behavior)</th>
<th>Long Term (changes in societal conditions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>Respond to complaints</td>
<td>• Increase public knowledge of pool and swimming beach safety (1)</td>
<td>• Increase reporting of Recreational Water Illness (RWI) (1) (3)</td>
<td>• Decrease incidence of recreational water related illnesses</td>
</tr>
<tr>
<td></td>
<td>Sampling water at beaches for testing</td>
<td>• Increase knowledge of WAC compliance requirements (4) (1)</td>
<td>• Increase WAC compliance at pools and beaches (1) (2)</td>
<td>• Decrease incidence of recreational water related injuries</td>
</tr>
<tr>
<td></td>
<td>Creating and maintaining educational documents</td>
<td>• Increase knowledge of outbreak response protocol. (4) (3)</td>
<td>• Increase safe behaviors (including behaviors that prevent illness and injury) (1)</td>
<td>• Decrease incidence of drownings</td>
</tr>
<tr>
<td></td>
<td>Outreach</td>
<td></td>
<td>• Improve standardized approach to inspection and illness outbreak response among CCPH staff. (4) (3)</td>
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<tr>
<td></td>
<td>Posting signage</td>
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<tr>
<td></td>
<td>Review and approve pool plans</td>
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<td></td>
<td>Establish and maintain partnerships with external agencies and the public</td>
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<tr>
<td></td>
<td>Provide education / training</td>
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<tr>
<td></td>
<td>Inspect pools and beaches</td>
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<tr>
<td></td>
<td>Ensure inspection results are current</td>
<td></td>
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<td></td>
<td>Provide media releases</td>
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<tr>
<td></td>
<td>Enforcement</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Participate in State review of regulations</td>
<td></td>
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</tbody>
</table>


**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.

Inputs
- Funding
- Staffing
- Time
- Technology
  - Bedrock
  - EDRS
  - Envision
  - Oracle
- Records
- Information from partners (i.e. record information)
- Customers
- Questions/requests
- Affidavits for correction
- Physical space (for paper charts)
- Legal requirements
- Community resource guide
- Teamwork
- Balanced workload
- Communication
- Procedures
- Switchboard
- IT/IS support
- Hardware
- Equipment
- Required forms

Activities
- Vital Records
  - Provide education and information to customers
  - Answer questions and research
  - Maintain hardcopies of death certificates
  - Maintain electronic birth certificate records
  - Paper tracking
  - Process corrections
  - Process affidavits of correction
  - Issue birth certificates
  - Process Home Birth Certificates
- Reception
  - Provide education and information to customers
  - Assist clients and issue food handler cards
  - Process incoming and outgoing mail
  - Maintain phone systems
  - Triaging
  - Maintain record security (HIPAA)
- Environmental Health Assistant (EHA)
  - Intake permit applications
  - Issue permits
  - Research
  - Barcode and scan files
- Issue notary stamp for legal documentation
- Draft reports for Elections Department
- Assist epidemiology with death data
- Verify funeral director data
- Assist Medical Examiner's Office with cause of death
- Issue Burial Transit permits
- Provide legal notification for decedents traveling internationally
- Triaging
- Cash handling
- Provide property information to customers
- Maintain forms supply at front counter
- Route email requests to EHA's for processing
- Maintain Sharepoint
- Address dead bird concerns
- Verify and process payments/cash handling
- Address public health concerns
- Research
- Issue annual permit renewals
- Follow up on customer requests
- Create record in Envision
- Provide education and information to customers
- Process payments

Outcomes
- Short Term
  - Accurate service
  - Accurate data
  - Timely service
  - Well-trained workforce
  - Resources readily available
  - Customers understand how to access services and resources
- Long Term
  - Customer satisfaction
  - Employee satisfaction
  - Healthier public
  - Cleaner environment
  - Knowledgeable community
  - Fraud prevention

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.
### Sample Performance Measures

<table>
<thead>
<tr>
<th>Indicator Name</th>
<th>Target</th>
<th>Numerator</th>
<th>Denominator</th>
<th>Data Source</th>
<th>Reporting Frequency</th>
<th>Responsible for Reporting</th>
<th>Notes:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communicable Diseases</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Timeliness of interview,* (Indicator TBA)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Timeliness of completing an investigation,* (Indicator TBA)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>% of cases (or proxies) interviewed,*</td>
<td>95%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of cases reported within required timeframe,*</td>
<td>90%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of cases where investigation was initiated within the timeframe specified,*</td>
<td>90%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of case with a completed investigation as indicated by completion of <em>measurement fields,</em></td>
<td>90%</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>% of foodborne illness notifications completed and entered into Envision ≤ 1 business day of report.</td>
<td>80%</td>
<td># notifications completed ≤ 1 business day</td>
<td>Total notifications</td>
<td>Envision Quarterly Epidemiologist</td>
<td>2. per National TB Indicators Project (NTP) including benchmarks.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Outbreak Detection &amp; Response</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># of foodborne notifications responded to</td>
<td></td>
<td>A count</td>
<td></td>
<td>Envision Monthly Epidemiologist</td>
<td></td>
<td></td>
<td>Disaggregated by facility type.</td>
</tr>
<tr>
<td># of foodborne illness outbreaks detected</td>
<td></td>
<td>A count</td>
<td></td>
<td>CD Records Monthly Epidemiologist</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># of facility based outbreaks detected and investigated by type.</td>
<td></td>
<td>A count</td>
<td></td>
<td>CD Records Monthly Epidemiologist</td>
<td></td>
<td></td>
<td>Disaggregated by facility type.</td>
</tr>
<tr>
<td># of outbreaks detected by disease type.</td>
<td></td>
<td>A count</td>
<td></td>
<td>CD Records Monthly Epidemiologist</td>
<td></td>
<td></td>
<td>Disaggregated by disease type.</td>
</tr>
<tr>
<td>% of reports for which control measures were initiated within appropriate timeframe.</td>
<td>90%</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
### CSHCN Measure Definition Sheet

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