

Method of Achieving Health Agency Aims thorough a Performance Management System: Patent Pending

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Background

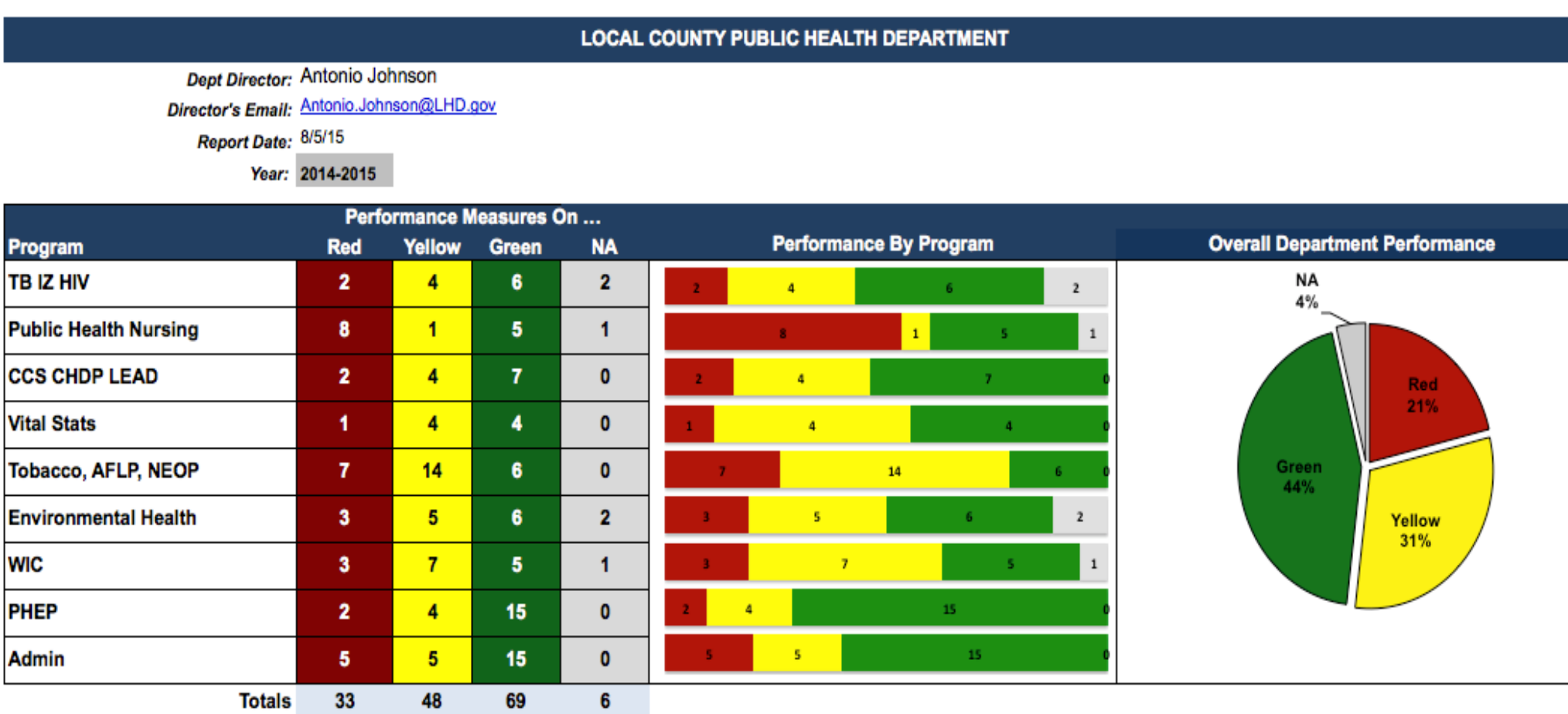
In 2011, the National Public Health Accreditation Board released 12 Domains required to meet accreditation standards. The Performance Management Tool meets requirements for Domain 9.1.

Accreditation Domains

Assess	Investigate	Inform & Educate	Community Engagement	Policies & Plans	Public Health Laws
Access to Care	Workforce	QI	Evidence-Based Practices	Admin & Mgmt	Governance
Standard 9.1	Use a Performance Management System to Monitor Achievement of Organizational Objectives				
Standard 9.2	Develop and Implement Quality Improvement Processes Integrated into Organizational Practice, Programs, Processes, and Interventions				

Public Health Dashboard

- The public health Performance Management Tool empowers local health jurisdictions to consistently improve outcomes of services in their communities
- Transforms the way public health departments assess challenges and supports responsiveness and innovative problem solving



Milestone

The Performance Management Tool is the first patent application submitted by the University on behalf of the College of Health and Human Services.

Benefits

- Provides increased operational transparency
- Improves quality and efficiency of services
- The Excel-based tool allows for universal access
- Supports informed decision making
- Satisfies the Performance Management requirements for National Public Health Accreditation
- Provides a foundation for continuous quality improvement

Tool Utilization

The Performance Management Tool is currently deployed in the following public health departments:

- Fresno County
- Madera County
- Merced County
- San Joaquin County
- Stanislaus County
- Tulare County



Public Health
Prevent. Promote. Protect.

Aim	Goal	Key Performance Measures	2014-2015 YTD	2015-2016 YTD	2014-2015 Target	2015-2016 Target	2014-2015 Status	2015-2016 Status	Performance Narrative
Aim 1: Protect the integrity of vital records in compliance with state and federal laws	Goal 1.1: Ensure compliance of event recording with state requirements	1.1.1 Births registered within 10 days	74%	NA	80%	80%	-	NA	
		1.1.2 Deaths registered within 8 days	50%	NA	40%	60%	+	NA	
Aim 2: Provide excellent customer service throughout the county	Goal 2.1: Timely response to public funeral home certificate requests	2.1.1 % of walk in requests processed within 24 hours	94%	NA	95%	95%	-	NA	
		2.1.2 % of mail in requests processed within 5 business days	77%	NA	90%	90%	-	NA	
		2.2.1 % of staff able to participate at least 1 customer service training per year	100%	NA	100%	100%	+	NA	
Aim 3: Provide timely and accurate registration of all vital events occurring in LHD County	Goal 3.1: Monitor accuracy of death records in system	3.1.1 Minimize the number of flagged death records in the system	7%	NA	5%	5%	-	NA	
		3.2.1 Minimize the number of birth certificates with invalid or missing information	14%	NA	10%	10%	-	NA	
Aim 4: Strengthen collaborative relationships with county partners	Goal 4.1: Ensure communication consistency with county Hospitals	4.1.1 Status report to hospitals delivered 10 days after quarter end	77%	NA	70%	90%	+	NA	

Testimonials

“The tool helped our department develop effective aims, goals and ways to measure success that would not have been realized.”

David Luchini, Assistant Director, Fresno County Department for Public Health

“Simply put, the performance management [tool] building process is a daunting prospect and viewed as THE challenge to our moving forward towards accreditation.”

Barbara Alberson, Sr. Deputy Director, Policy and Planning, San Joaquin County Public Health Services

	2009-2010 YTD	2010-2011 YTD	2011-2012 YTD	2012-2013 YTD	2013-2014 YTD
1.1.1 Births registered within 10 days	66%	68%	70%	72%	74%
1.1.2 Deaths registered within 8 days	42%	44%	46%	48%	50%
2.1.1 % of walk in requests processed within 24 hours	86%	88%	90%	92%	94%
2.1.2 % of mail in requests processed within 5 business days	69%	71%	73%	75%	77%
2.2.1 % of staff able to participate at least 1 customer service training per year	92%	94%	96%	98%	100%
2.3.1 % of funeral directors that are satisfied/highly satisfied with our customer service	77%	79%	81%	83%	85%
3.1.1 Minimize the number of flagged death records in the system	-2%	1%	3%	5%	7%
3.2.1 Minimize the number of birth certificates with invalid or missing information	6%	8%	10%	12%	14%
4.1.1 Status report to hospitals delivered 10 days after quarter end	69%	71%	73%	75%	77%