

Attachment A:

2013-2018 HCPHES Strategic Plan Performance Standards and Measures Dashboard

Standard	Measure
STRATEGIC DIRECTION 1B – UPSTREAM SOLUTIONS	
<i>Health equity • Population-based approaches • Priority public health issues</i>	
Create a prepared, ready, and resilient community	Monitor social determinants: <i>Percent of households living below FPL</i> <i>Percent of adults 25+ without a HS diploma</i> <i>Percent of adults linguistically isolated</i> <i>Percent of adults with a disability</i> <i>Percent of adults without health insurance</i> Number of coalition partnerships established for purposes of public health preparedness
Improve living and working conditions	Number of neighborhood nuisance abatement cases closed (any reason)
Improve priority public health issues	Number of food borne illness complaints investigated Number of vector-borne illnesses Percent of rabies exposed cases counseled Percent of adults overweight or obese Percent of children at unhealthy weight Percent of infants with whom breastfeeding was initiated
Support clients to engage in a full continuum of care	Percent of clients who return for confirmatory testing in the HCPHES Wellness Clinics Percent of clients retained in Ryan White HIV/AIDS Program primary medical care Percent of clients who return for follow-up nutritional counseling in the WIC Program
Educate the public about health concerns	Number of school-based pet training programs provided Number of community, school, and library-based mosquito control programs provided Number of DSRIP education sessions provided
STRATEGIC DIRECTION 2B – WORKFORCE DEVELOPMENT	
<i>Critical workforce competencies • Employee development • Pre-employment and exit management • Recognition</i>	
Ensure a competent workforce	Percent of staff completing accreditation-required training on: (1) confidentiality; (2) health equity; and (3) changes in mandates

<p>Aim for staff and leadership to reflect the people we serve</p>	<p>Percent of staff complying with license or certification requirements Time required for onboarding and off boarding Percent of alignment between workforce demographics and jurisdiction demographics</p>
<p>STRATEGIC DIRECTION 4C – LEVERAGE PARTNERSHIPS <i>Partnership-building and integration • “Go-to” source (marketing/branding) • Use of best practices</i></p>	
<p>Engage with partners in the community to address public health concerns</p>	<p>Number of agreements (contracts, MOU/MOAs) with: (1) academic institutions; (2) cities; and (3) non-traditional partners (private sector, public infrastructure, hospital/healthcare systems, and community development)</p>
<p>STRATEGIC DIRECTION 5A – OPTIMIZE RESOURCES <i>Surveillance and assessment • Systems investments (IT, QI)</i></p>	
<p>Apply funding sources appropriately</p> <p>Increase efficiency of business processes</p> <p>Geo-locate and map health behaviors, conditions, assets, and resources</p> <p>Maximize environmental controls</p> <p>Increase collection of and stratification by REAL data (Race, Ethnicity, and primary Language)</p>	<p>Number of grant invoices submitted after the grant ends and then shifted to general funds for payment</p> <p>Migration of a standardized patient care delivery and revenue cycle management EMR system Types of clinical data errors Wellness program appointment show rates Extent of credit card payment access in clinics and other programs</p> <p>Number of GIS maps generated by staff and then utilized by requester</p> <p>Percent of areas positive for vector-borne illness that are treated Number of pet licenses issued</p> <p>Number of programs collecting REAL patient data Number of notifiable disease sets stratified by REAL data</p>