



2018 PERFORMANCE MANAGEMENT GOALS

Environmental Health

- Reduce the amount of levy funds used to support the Public Swimming Pool/Spa/Special-Use Pool program by \$3,000. Goal: \$3,000 less than 2017 (\$750/\$750/\$750/\$750)
- Conduct bacteria water test for all licensed food, campground and pool facilities with a private water supply. Goal: 100% (0/33%/33%/34%)

See dashboard for progress: www.thedash.com/dashboard/HytUXE5if/embed

Finance

- Monitor revenues and expenses to maintain financial stability.

See dashboard for progress: www.thedash.com/dashboard/r1-PLH5if/embed

Community Health Center

- Increase the number of visits compared to the previous year. Goal: More than 3,639 (>933/>826/>991/>871)
- Increase the percent of adult patients with Type 1 or 2 Diabetes who's most recent hemoglobin A1c (HbA1c) is less than 8% (under control). Goal: 60% (50%/53%/57%/60%)
- Increase the number of patients 18 and older having a controlled blood pressure reading less than 140/90. Goal: 65.3% (54%/58%/62%/65.3%)
- Reduce the total cost per patient by 3%. Goal: \$502.73 (\$550.83/\$534.30/\$518.28/\$502.73)
- Reduce the number of days in accounts receivable by 5%. (Days in accounts receivable is the average length of time it takes for a medical claim to be paid.) Goal 86 (101/96/91/86)
- Outreach and Enrollment Specialist will make at least 80 community connections per quarter. (One connection is a presentation to a group, an in-depth discussion with someone at a community event or following a group presentation, or a one-on-one email, phone or in-person conversation with someone.) Goal: 1,400 (50/300/900/50)

See dashboard for progress: <https://www.thedash.com/dashboard/BJnDC4qsz/embed>

Health Promotion and Preparedness

Children with Medical Handicaps (CMH)

- No more than 5% of cases are in inactive status (6 months or longer with no activity.) Goal: 5% or less

Emergency Preparedness

- Have at least 25% of existing MRC volunteers participate in at least one activity in 2018. Goal: 10 (most likely all in the 3rd quarter)
- Emergency partners participate in quarterly communications drills. Goal: 75%

Immunization

- We will assess/educate healthcare provider offices with pediatric and teenage immunizations. Goal: 4 (1/1/1/1)
- We will provide community education/outreach for immunizations. Goal: 6 (1/2/1/2)

Outreach

- Maintain a constant presence on health department and health center Facebook pages by posting or sharing posts regularly. Goal: 160 (40/40/40/40)

See dashboard for progress: <https://www.thedash.com/dashboard/Bkp63gtsf/embed>

Vital Statistics (Birth and Death Records)

- To monitor and maintain the accuracy in HDIS receipting of Birth and Death Certificates. (HDIS is the system to which we receipt all monies taken in from clients.) Goal: 14 corrections or less per quarter
- To monitor and maintain the effectiveness of Birth and Death Certificate Audit paper. (ODH issues certificate audit paper for birth and death certificates to WCHD. All certificate paper must be accounted for whether it is copy, abstract errors etc.) Goal: 49 voids or less per quarter

See dashboard for progress: Vital Stats: www.thedash.com/dashboard/B15vtB9jz/embed

WIC

- Increase Wood County WIC Participant caseload by 5% over the next four quarters. Goal: 1,340 (1,292/1,308/1,324/1,340)

See dashboard for progress: <https://www.thedash.com/dashboard/r1moMrqiz/embed>