



Wood County Health Department

Performance Management Quarterly Report 2022

Prepared: 1/30/2023

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Community Health Center

Goal 1 – On a quarterly basis there will be reduction by 5 days in Accounts Receivable.

	Target	Result	Status
Q1	95 days	74 days	met
Q2	90 days	94 days	unmet
Q3	85 days	95 days	unmet
Q4	80 days	92 days	unmet

Progress Comments

Q4: Continue services with Centerprise for AR follow up

Goal 2 – On a quarterly basis there will be a reduction in the percentage of clearinghouse rejected claims by insurance.

	Target	Result	Status
Q1	5% or less	2%	met
Q2	5% or less	4%	met
Q3	5% or less	1%	met
Q4	5% or less	1%	met

Goal 3 – Reach out to existing patients using various channels such as patient portal, newsletters or email at least 3 times.

	Target	Result	Status
Q1	3	3	met
Q2	3	5	met
Q3	3	4	met
Q4	3	4	met

Goal 4 – Post messages on Facebook (unpaid and boosted) about CHC services at least 3 times per quarter.

	Target	Result	Status
Q1	3	3	met
Q2	3	95	met
Q3	3	14	met
Q4	3	22	met

Goal 5 – Provide information about CHC services at key areas in the community, such as food banks, United Way and other areas where potential patients might frequent at least 3 times per quarter.

	Target	Result	Status
Q1	3	3	met
Q2	3	3	met
Q3	3	5	met
Q4	3	22	met

Environmental Health

Goal 1 – Complete back log of HSTS system entry into Wood County Engineer Database

	Target	Result	Status
Q1	50 properties entered	0/200	Not Met
Q2	50 properties entered	0/200	Not Met
Q3	50 properties entered	50/200	Met
Q4	50 properties entered	50/200	Met

Progress Comments:

Q2: The Environmental Health Division has an MOU with the Wood County Engineer regarding home sewage treatment systems. The division has access to the Wood County Engineer web page to enter information for each HSTS with a long-term goal of each system being in the database. This work is back-logged due to previous year staffing shortages. Although first and second quarter goal not met the start of quarter three is making strides with additional staff.

Q3, Q4: Goal met

Goal 2– Develop a formal property lot split program

	Target	Result	Status
Q1	Meeting with agencies involved	Meeting scheduled	Met
Q2	Develop and finalize program forms	Input received	Not Met
Q3	Implement program	Planning comm. on board	Not Met
Q4	Review program success	Schedule to complete extended	Not Met

Progress Comments:

Q2: The Environmental Health Division has now been regularly receiving lot split proposals.

Q3: Planning commission on board with process, continue to move toward formal process.

Q4: Will work on finalizing beginning of 2023 when new staff onboarded

Health Promotion and Preparedness

Goal 1 – Immunization – We will assess/educate healthcare provider offices with pediatric and teenage immunizations.

	Target	Result	Status
Q1	2	3	Met
Q2	2	4	Met
Q3	2	0	Not Met
Q4	2	4	Met

Goal 2 – We will provide community education/outreach for immunizations.

	Target	Result	Status
Q1	3	2	Not met
Q2	3	5	Met
Q3	3	3	Met
Q4	3	4	Met

Goal 3 – Engage with MRC volunteers at least once a month.

	Target	Result	Status
Q1	1	1	Met
Q2	3	2	Unmet
Q3	3	3	Met
Q4	3	3	Met

Progress Comments:

Q2: An outreach campaign occurred for immunizations during National Infant Immunization Week and involved multiple social media posts to encourage vaccinations. Several healthcare provider educations were done as well as assessments of their vaccination coverage. MRC engagement was completed in April and May but was missed in June and therefore this goal was not met for this quarter.

Q3: Attempts have been made to get immunization education into provider's office but this is difficult right now due to turnover and staffing issues. Outreach occurred on the importance of

back-to-school immunizations. MRC engagement has been completed this quarter including a request to assist a neighboring county.

Q4: Our immunization nurse was able to assist several physician offices with immunization education this quarter and feedback was that it was valuable information. Outreach on immunizations was done especially around National Influenza Vaccination Week in December.

Vital Statistics

Goal 1 – 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.)

	Target	Result	Status
Q1	Less than 14	2	Met
Q2	Less than 14	5	Met
Q3	Less than 14	6	Met
Q4	Less than 14	12	Met

Goal 2 – 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.)

	Target	Result	Status
Q1	Less than 49	20	Met
Q2	Less than 49	3	Met
Q3	Less than 49	12	Met
Q4	Less than 49	26	Met

WIC

Goal 1 – Wood County WIC will increase their social media presence on Facebook pages, Wood County WIC and Wood County Breastfeeding Support by providing at least 3 posts per week on each page or 12 – 15 per month per page.

	Target	Result	Status
Q1	3	6	Met
Q2	3	3	Met
Q3	3	3	Met
Q4	3	2	Unmet

Goal 2 - Wood County WIC will establish an improved community outreach presence by either virtual or physically present events. Having a minimum of a (1) time per month event or presence for (3) per quarter.

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	Target	Result	Status
Q1	3	3	Met
Q2	3	4	Met
Q3	3	5	Met
Q4	3	3	Met

Progress Comments:

Q1: Several outreach meetings were attended along with having a poster at the local library

Q2: The WIC Facebook page is exceeding goal #1, however the breastfeeding page goal is currently unmet. We will improve the Breastfeeding's Facebook's social media presence.

Q3: The WIC Facebook page is exceeding goal #1, however the breastfeeding page goal was unmet for quarter 3 due to a shortage of staff and issues with the Meta system.

Q4: The WIC program has been without a WIC Director and short on staff this quarter. While Facebook postings were done, it was not up to the number targeted.