

DPH Annual Public Health Measures Review

CY 2017 & FY 17-18

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Quality Improvement & Accreditation Program



Session Agenda

- 1) Review Public Health Measures & Quality Management System (QMS) definitions
- 2) QI Team Major Accomplishment #1: QMS 2.0
- 3) QI Team Major Accomplishment #2: New Scorecards
- 4) Program/Division-level break-out discussion groups

What are Public Health Measures?

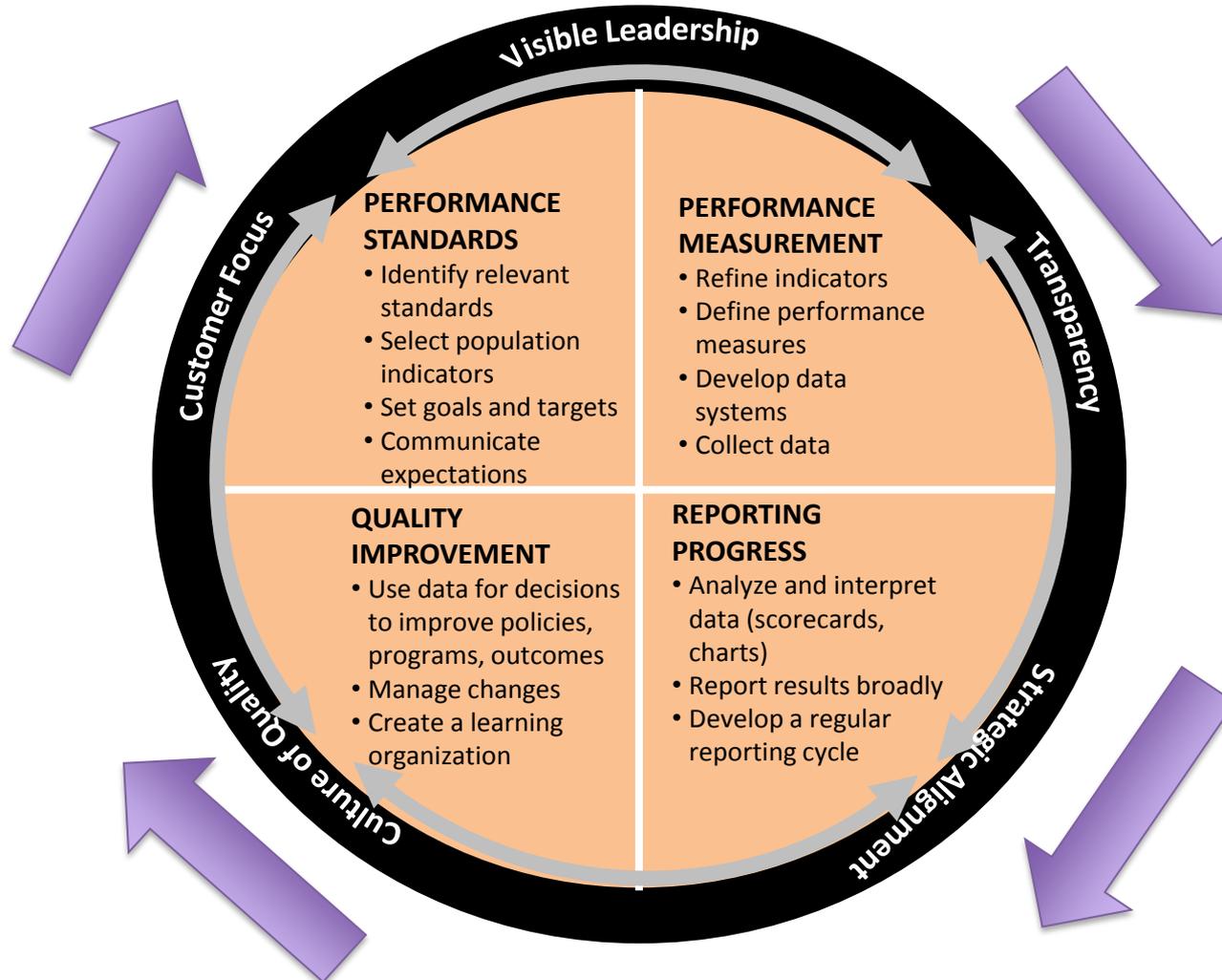
Population Indicators

- Definition: Measures of population-level outcomes & behaviors
- *What it really means: Is the population better off?*
- Example: Rate of reported Salmonella (per 100,000 population)

Performance Measures

- Definition: Measures of program effort and impact
- *What it really means: How effective is the program? Is anyone better off?*
- Example: Number of permanent food facilities (per 1000 inspected) with holding temperature violations

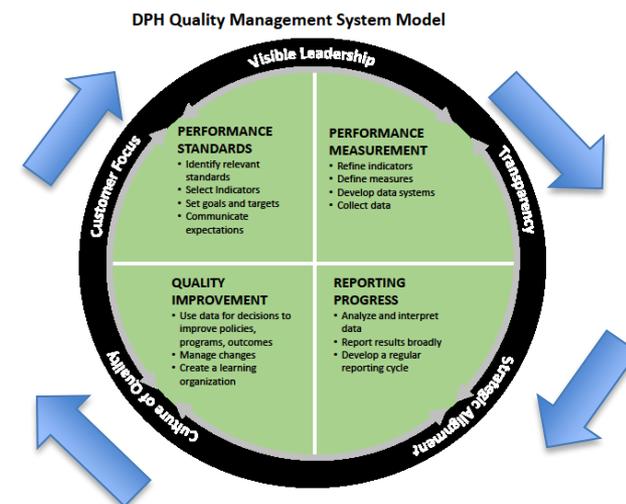
DPH Quality Management System (QMS)



2018 Major Accomplishment #1: QMS v2.0

- Ran the highest priority, most meaningful measures through the QMS

- More manageable for tracking
- Highlights key areas of success as well as improvement needed

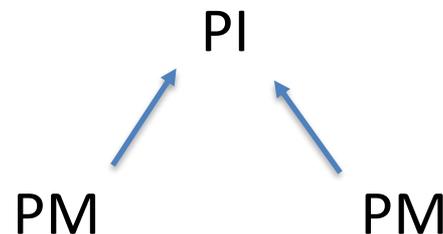


Measures Grouped as “Families”

Tied 1-2 high-priority Population Indicators (measures shared accountability with our partners),

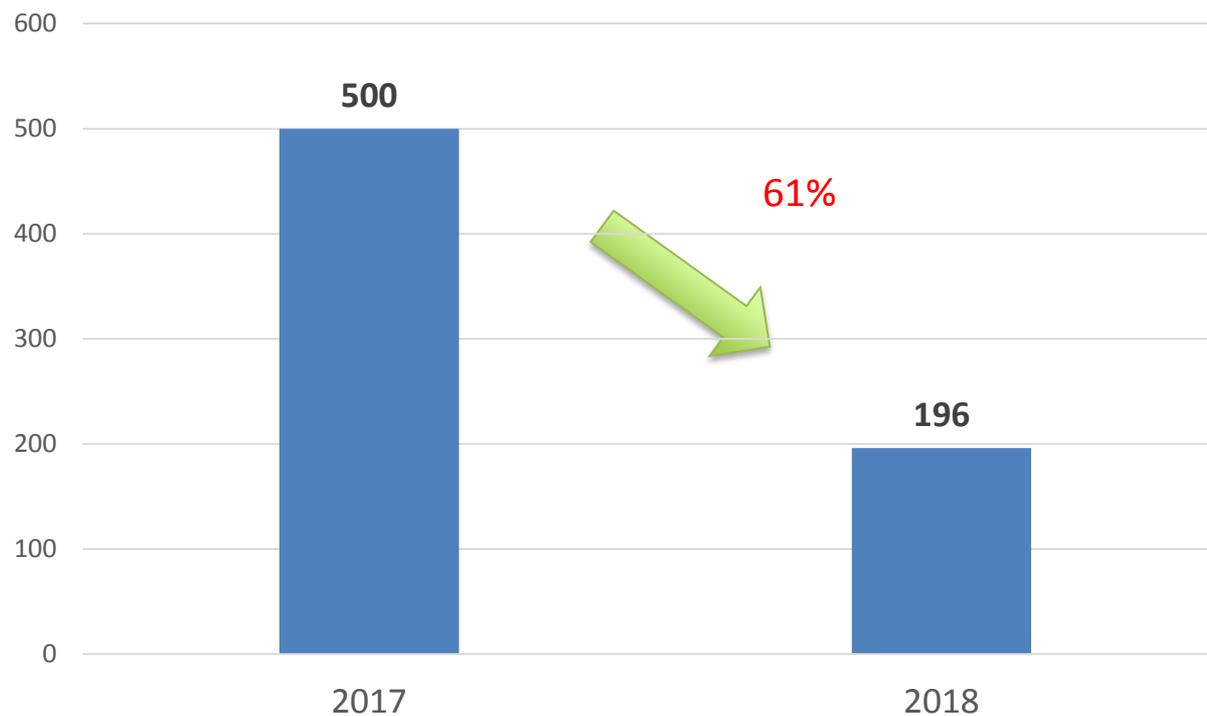
WITH

1-2 corresponding Performance Measures (measures direct program accountability)

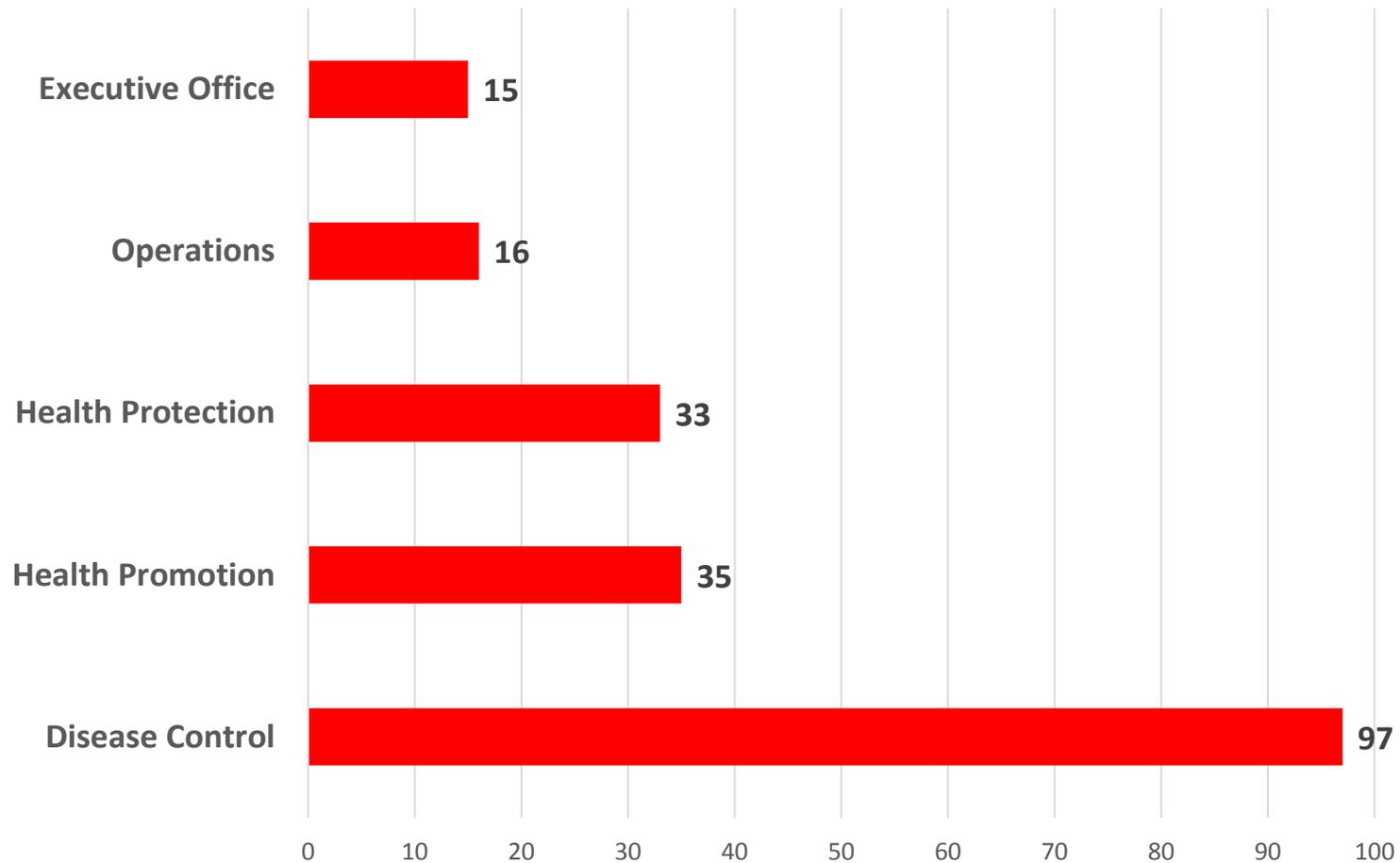


2017 to 2018 Public Health Measures Reduction

Total Public Health Measure Counts

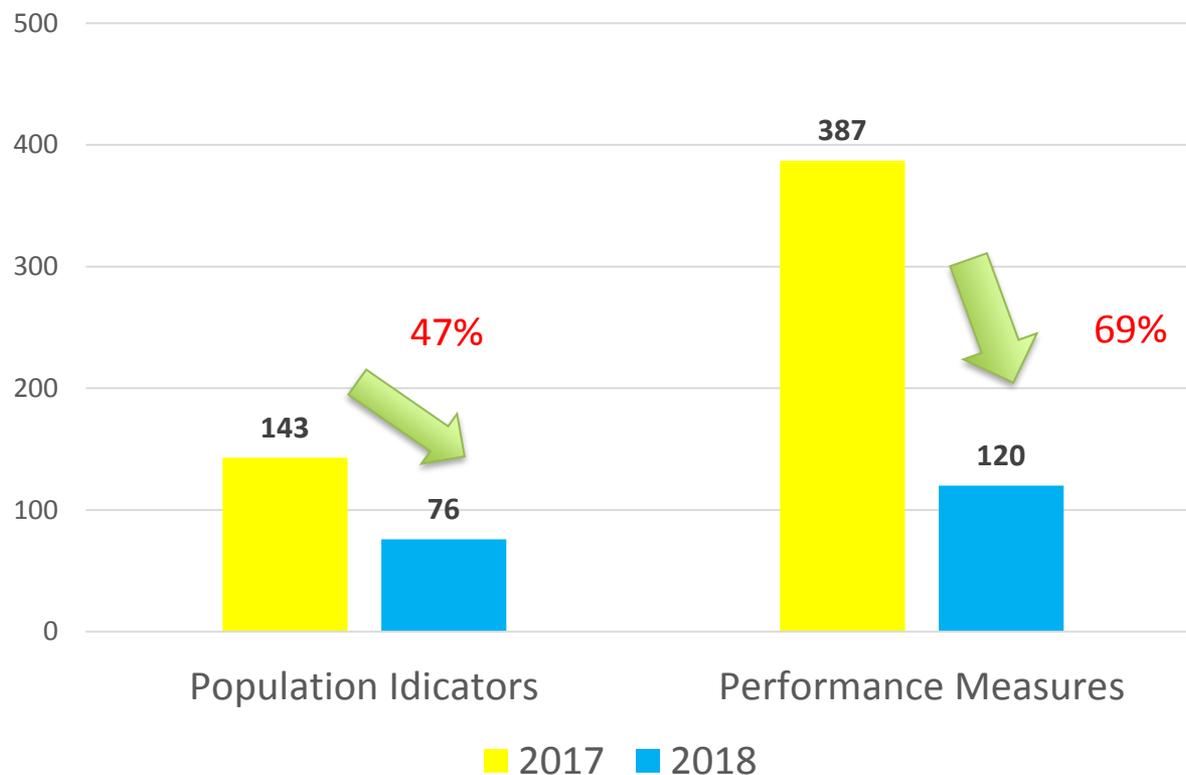


Total Public Health Measures Count by Bureau



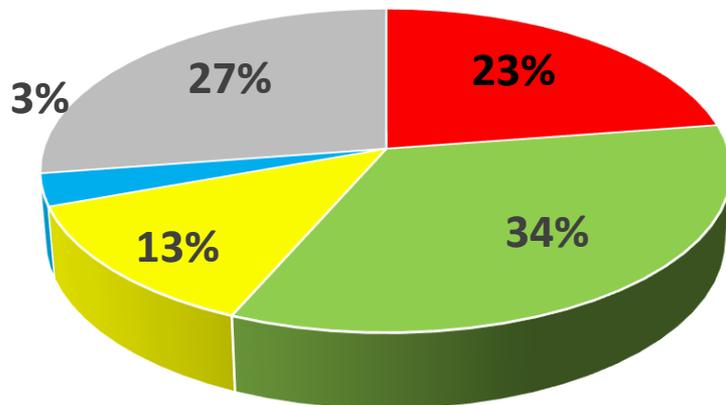
2017 to 2018 Public Health Measures Reduction

Population Indicators & Performance Measures

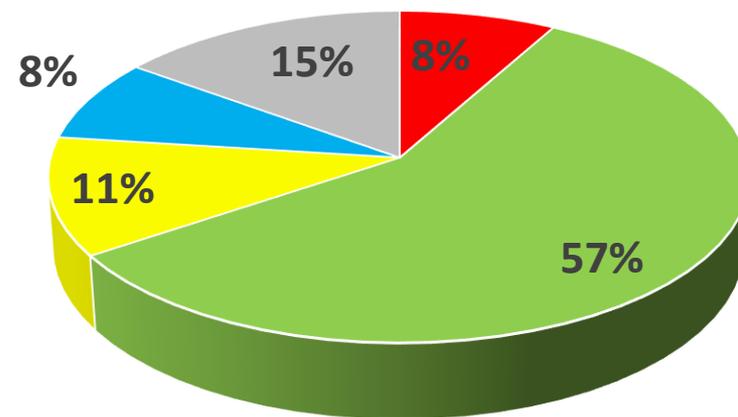


Current Results by Measure Type

Population Indicators (n= 62)



Performance Measures (n= 87)



2018 Major Accomplishment #2: New Scorecards!

Previous Format

- All color-coded Population Indicators in a table, all Performance Measures in another table

HEA Scorecard Performance Measures							
Performance Measure Description	Status	Target Value	2015	2016	2017	Evaluation Result	Comment
Percent of customers who report overall satisfaction with Health Education Administration (i.e. rating of "Satisfied" or "Very Satisfied")	High	80	89	88	78	Got Worse	
Percent of emergency response educational materials developed	High	60	-2	-2	-1	Unable to Evaluate	
Percent of participants who demonstrate an increase in knowledge after the plain language trainings	High	80	80	76	88	Met the Target	
Percent of participants who demonstrate an increase in self-efficacy applying skills after completion of an HEA-sponsored event	High	80	84	88	96	Met the Target	
Percent of participants who report that the Speaker's Bureau Train-the-Trainer objectives were met (i.e. rating of "Agree" or "Strongly Agree")	High	90	90	100	94	Met the Target	
Percent of Plain Language training participants who report they are prepared to serve in their role as first responders (i.e. rating of "Agree" or "Strongly Agree")	High	80	82	80	96	Met the Target	

Note: -1 indicates missing data; -2 indicates data not applicable (developmental or not collected annually)

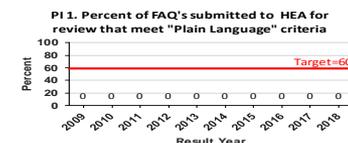
Revised Format

- Show measure "families"
- Results provide a more of a context and tell a story

Health Education Administration (HEA) 2018 - Scorecard

Population Goal 1: Improve health awareness of LAC residents by providing information in plain language.

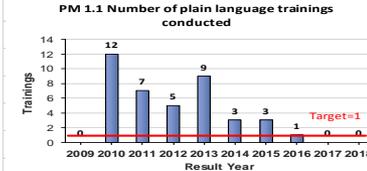
PI 1.1. Percent of FAQ's submitted to HEA for review that meet "Plain Language" criteria



Baseline story
HEA reviews many documents from programs through Doc Review. Assessing each material for plain language will help give clear messaging to the community.

Performance Goal 1: DPH staff is trained on public health.

PM 1.1 Number of plain language trainings conducted



Our Current Strategies: Update plain language presentation to train participants on plain language

Our Partner(s): LAC Office of Communications

Next Steps: (To be filled in by programs)

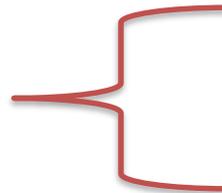
- Where is improvement needed, if any?
- What are potential strategies to "turn the curve"?

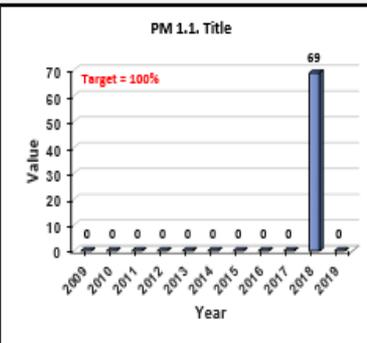
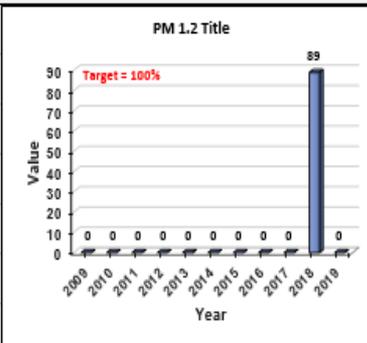
Revised Scorecard

Results-based Accountability Framework:

- population indicator
- baseline story
- performance measures
- partners
- current strategies

..and now your turn
“to be filled out by
Program” section!



  	
Program Name 2018 - Scorecard	
Population Goal 1:	
<p style="text-align: center;">PI-1. Title</p> 	<div style="border: 1px solid red; padding: 5px;"> <p style="text-align: center;">Baseline story</p> <p><i>What is the trend? What are factors affecting the trend? What will be the outcome if the trend continues in it's current direction (i.e., we don't "turn" the curve)?</i></p> </div>
Performance Goal 1:	
<p style="text-align: center;">PM 1.1. Title</p> 	<p style="text-align: center;">PM 1.2 Title</p> 
Our Current Strategies:	
Our Partner(s):	
Next Steps: (To be filled in by programs) 1) Where is improvement needed, if any? 2) What are potential strategies to "turn the curve"?	

Your Turn: Program Break-out Discussion

- 1) Sit with your program/division colleagues
 - If your colleagues are not here, sit with your Bureau Director
 - Scorecard in your packet

- 2) Review your Public Health Scorecard results
 - Complete “Next Steps” questions on bottom of scorecard
 - Fill out QI Project Idea Form (in packet)

- 3) Discuss any measures that may need revising so they measure impact

Next: 10:25 AM Break

10:40 AM Reconvene