Flathead City-County Health Department

Introduction to Performance Management Systems

Community Health Retreat
March 4, 2014
Performance Management System

- Is progress being made toward desired goals?
- Are appropriate activities being undertaken to promote achieving these goals?
- Are there problem areas that need attention?
Why a Performance Management System?

- To make better informed decisions.
- To allocate and prioritize resources.
- To improve policies and processes.
- To increase accountability and responsibility.
- To reduce duplication of efforts.
- To clearly communicate to the public and partners through clear reporting.
- To get to outcomes!
Performance Standards (Desired Outcomes)

- Establishes the level of performance expected
- Answers the question - where should we be?
- Examples:
  - All complaints are addressed and resolved in a consistent and timely manner
Performance Measurement (Metrics)

- The Regular collection and reporting of data to track work produced and results achieved (measures something!)
- Answers the question – where are we?
- Examples:
  - Time until initial action on complaints
  - Percent of complaints resolved
Common practice is to break the work down into a structure of more manageable, smaller pieces.

Each subdivision of the work to be done focuses on smaller pieces of the work with more detail.

Health Department → Division → Program → Core Activities.
Community Health Division

Program

- Immunizations
- Home Visiting
- WIC
- Communicable Disease
Core Activity Definition

- A discrete unit of work with a common purpose

Determine by:

- Brainstorm tasks for program (what tasks and everyday activities do you do to try to achieve the overall goal of the program)
- Group into common categories (core activities)
Immunization Program Activities

- Standing Orders
- Screening Eligibility
- Internal Quality Assurance
- Community Education
- Provider Education
- Data Entry

- Outlying Clinics
- Record Review
- Giving Shots
- Registering Patients
- Titer Measurements
- Billing
- Inventory
Immunization Program Activities

- Daycare/School Immunization Review
- Education on Immunization Rules
- Data Entry
- Record Review
- Provider Education
- Correspondence with Provider community
- Outlying Clinics
- Inventory
- Giving Shots
- Registering Patients
- Billing
- Screening Eligibility
- Titer Measurements
- Internal Quality Assurance
- Standing Orders
Immunization Program Activities

**Education and Outreach (Schools and Daycares)**
- Daycare/School Immunization Review
- Education on Immunization Rules

**Education and Outreach (Health Care Professionals)**
- Provider Education
- Correspondence with provider community

**Data and Records**
- Data Entry
- Record Review

**Administration of Immunizations**
- Outlying Clinics
- Inventory
- Giving Shots
- Registering Patients

**Billings and Eligibility**
- Billing
- Screening Eligibility

**Quality Assurance Based on ACIP Recommendations**
- Titer Measurements
- Internal Quality Assurance
- Standing Orders
Immunization Program
- Flathead County residents are protected from vaccine preventable diseases

Billing and Eligibility
- Clients are screened and linked to the appropriate immunization programs
- Billing is completed efficiently

Education and Outreach (Schools and Daycares)
- Providers receive recommended vaccines
- Immunization forms are completed in an accurate and timely manner

Education and Outreach (Health Care Professionals)
- Health care providers follow ACIP, CDC and DPHHS recommendations regarding immunizations
- There is an effective provider coalition focused on immunizations in Flathead County
- Health care professionals receive recommended vaccines

Administration of Immunizations
- Patients are educated in CDC and ACIP recommendations at every encounter to ensure there are no missed opportunities
- Accurate administration of immunizations
- Accurate and timely charting
- Assuring community access to immunizations
- Timely completion of inventory

Data and Records
- The correct vaccines are provided to each client
- The state registry is up to date
- Data can be utilized for communicable disease follow-up
- Schools and daycares are in compliance with immunization rules

Quality Assurance Based on ACIP Recommendations
- Standing orders are current and reflect ACIP recommendations
- Vaccine Information Sheets are current
- Vaccine integrity is maintained
- Best Practices from the CDC and ACIP are followed to ensure: client safety; staff safety and education; and 5 R’s

Collective Intermediate Results

Core Activity Results
Immunization Program

- Flathead County residents are protected from vaccine preventable diseases

Metrics:
- Rate of Flathead County children aged 19-35 months that are fully immunized with the 4:3:1:3:1:4 series (per clinic assessment)
- Rate of Flathead County adolescents who are fully immunized with Tdap, MCV4, and HPV

Billing and Eligibility

- Clients are screened and linked to the appropriate immunization programs
- Billing is completed efficiently

Metrics:
- Number of program assignment inaccuracies
- Number of denied claims

Education and Outreach (Schools and Daycares)

- Providers receive recommended vaccines
- Immunization forms are completed in an accurate and timely manner

Metrics:
- Immunization rates of daycare providers
- Percent of OPI reports from schools that are timely, accurate and complete
- Percent of daycares that have complete immunization reports
- Number of Stars daycare providers

Education and Outreach (Health Care Professionals)

- Health care providers follow ACIP, CDC and DPHHS recommendations regarding immunizations
- There is an effective provider coalition focused on immunizations in Flathead County
- Health care professionals receive recommended vaccines

Metrics:
- Rate of immunizations in health care professionals in long term care facilities (influenza and Tdap – as reported in the state report)
- Number of Gold Stars
- Number of providers
- Number of training sessions for health care professionals about immunizations

Administration of Immunizations

- Patients are educated in CDC and ACIP recommendations at every encounter to ensure there are no missed opportunities
- Accurate administration of immunizations
- Accurate and timely charting
- Assuring community access to immunizations
- Timely completion of inventory

Metrics:
- Number of missed opportunities (DPHHS report)
- Number of errors in the monthly report
- Immunization utilization rate of clinic hours
- Number of months vaccine is ordered by the deadline
- Average number of days prior to deadline that vaccine ordering can occur

Quality Assurance Based on ACIP Recommendations

- Standing orders are current and reflect ACIP recommendations
- Vaccine Information Sheets are current
- Vaccine integrity is maintained
- Best Practices from the CDC and ACIP are followed to ensure: client safety; staff safety and education; and 5 R’s

Metrics:
- Percent of standing orders reviewed annually
- Bi-annual state report score on:
  - Vaccine integrity
  - Current Vaccine Information Sheets
  - All other areas
  - Number of incidents reported

Data and Records

- The correct vaccines are provided to each client
- The state registry is up to date
- Data can be utilized for communicable disease follow-up
- Schools and daycares are in compliance with immunization rules

Metrics:
- Number of providers reporting to the state registry
- Number of duplicate charts
- School immunization compliance rate
- Daycare immunization compliance rate

Intermediate outcome metrics

Detailed, operational and tactical metrics
Next Steps

Community Health Division

Immunizations

Home Visiting

WIC

Communicable Disease

Program
Questions?