



LEADERSHIP TEAM MEETING – August 8, 2015

ATTENDANCE: Dr. Hoddinott, Donna Glunt, Corinne Riegler, Steve Cummings, Craig Kauffman, Lisa Downing, Kay Schroer GUEST: Bob Harrison

Minutes Review 7/29/15

- There has been no adverse feedback regarding the forwarding of the environmental phone.
- A temporary cash advance of \$10,000 was made to PHI from the general fund.

Out of County Travel

- Corinne- 8/20 COTS Meeting, Columbus
- Donna- 10/29 Development & Quality Improvement Plan Workshop, Columbus

The Board of Health agenda was reviewed for the meeting this afternoon. Washington Township is requesting condemnation of a structure so they can remove it; Amber will be introduced; and a new fee needs established for radon kits.

Donna offered an update on the time sheet QI project including proposed elimination of 'in and out' times and simplification of the second page.

The draft of the new *LCHD Performance Management System* was approved as developed and recommended by Dr. Hoddinott and the QI/PM team. Donna will work with divisions to establish goals during regular division meetings.

\$2300 was received from a United Way grant to be used for newborn visit incentives. MRH is donating 132 packages of diapers!

Cathy and Corinne were approved for health education at the Bellefontaine City Police event on August 18 at South View Park. Pretty Poisons, emergency preparedness, and immunizations will be the focus.

Home Health made money in July! Keep up the good work, gals!

Corinne is working on collaboration/plans with the Red Cross, a grant deliverable.

A customer satisfaction survey for WIC will be on-going for the month of August.

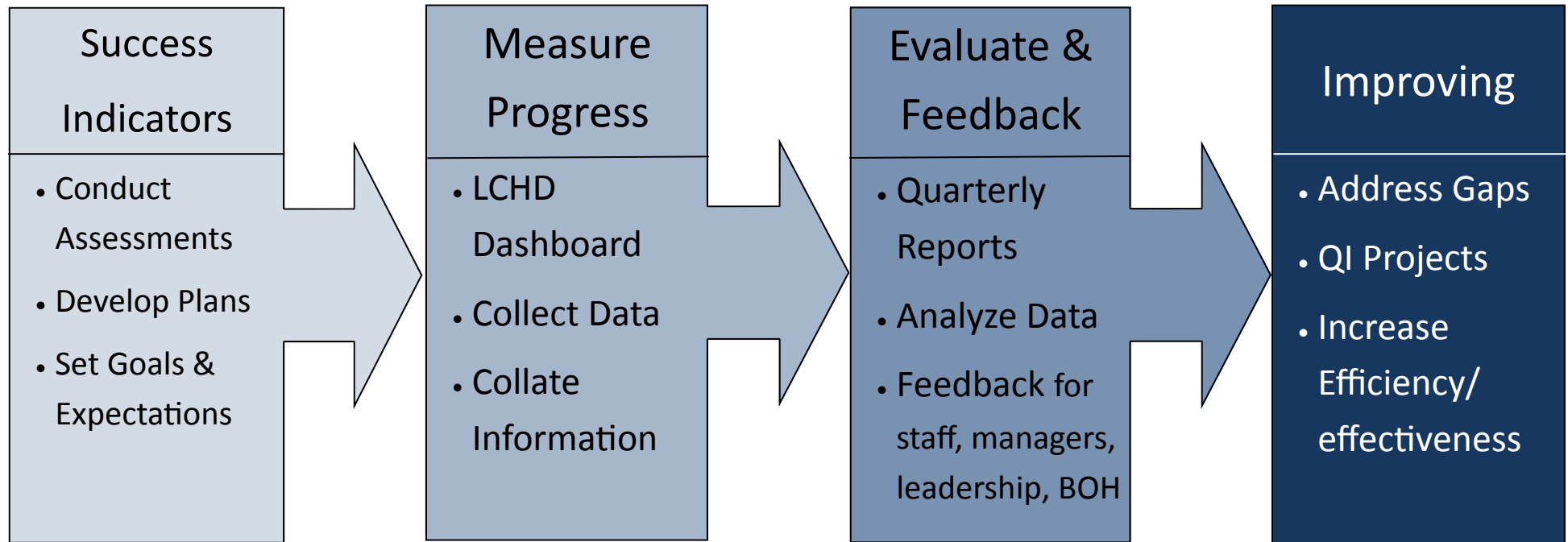
Donna will complete the NACCHO survey on technical assistance for functional needs people.

The 2013-2014 financial audit is finally underway. Auditors will be in house over the next few weeks on an intermittent schedule. Lisa will be coordinating needed documentation from all divisions.

Next meeting: Wednesday, August 12, 8:30 a.m.

Lgd

Creating a Learning Environment for Staff & a Culture Focused on our Customer



• Data Driven Decisions

• Refined Policies

• Managed Change

Performance Management System

How are we doing? Why are we doing what we are doing? What should we be doing? Does it meet the needs of our customers? How can we improve? Using measures to drive a culture focused on our customer base.

Step 1: Success Indicators - Establish indicators to help track organizational capacities, processes & outcomes using:

- **Assessments** - Community Health Assessment (CHA)
- **Plan** - Community Health Improvement Plan (CHIP) sets goals & objectives based on needs identified in CHA for the public health community as a whole
- **Strategic Plan** - using CHA & CHIP, set goals & objectives for the health district specifically
- **Division Goals** - developed by each division

Step 2: Measure Progress - ongoing monitoring & reporting of program accomplishments, progress toward goals or targets

- Develop LCHD PM dashboard system utilizing objectives in Step 1 - Division goals, CHIP & Strategic Plan
- Collect data monthly or as determined
- Collate information

Performance Management Framework

Step 3: Evaluate and Feedback - intentional sharing & monitoring of success indicators & outcome results

- Regular quarterly reporting cycle
- Analyze data collected & document results of progress toward or away from performance measures
- PHAB Standards & Measures - identify gaps and areas to improve
- Share report with staff, leadership entities, Board of Health, and/or advisory group

Step 4: Improving - move towards improvement

- Determine the extent of progress. If not enough progress consider initiating QI process to make changes.
- Data driven decisions
- Refine policies
- Manage change
- Create a learning environment

Logan County Health District Performance Management Dashboard



Health District Mission:

The Logan County Health District champions a safe, healthy community.

Health Commissioner

Boyd Hoddinott, MD

Email:

boyd.hoddinott@odh.ohio.gov

| Health District Divisions | Programs | Performance Measures On: | | | LCHD Performance Measure Summary |
|------------------------------|--------------------|--------------------------|--------|-------|--|
| | | Red | Yellow | Green | |
| Administration | Clinics | 0 | 0 | 0 | <p>Red 0%</p> <p>Yellow 0%</p> <p>Green 100%</p> |
| | W.I.C. | 0 | 0 | 0 | |
| Nursing/Public Health | Outreach | 0 | 0 | 1 | |
| Environmental Health | Infectious Disease | 0 | 0 | 0 | |
| Education | | | | | |
| Return to Primary Dashboard | | | | | |
| Totals | | 0 | 0 | 1 | |