

**QI Council Meeting**  
**February 22, 2017** \* 8:45 – 9:45

**Agenda**

Agenda Item/ Topic	Key Points	Action Items	Responsible Party/ Timeline
QI topics: Surveys	<ul style="list-style-type: none"> <li>New goal for 2017 based on Strategic Plan review</li> </ul>	<ul style="list-style-type: none"> <li>Make new board member orientation plan as the next QI project</li> </ul>	QI Team
PM dashboard	<ul style="list-style-type: none"> <li>make recommendations for improvement, action steps</li> <li>Board report for March</li> </ul>	<ul style="list-style-type: none"> <li>Reviewed all LCHD's PMs for 2016 and made comments and/or recommendations</li> <li>Summary of all PMs and recommendations/ comments will be presented at March Board</li> </ul>	QI Team  Donna
Next meeting	<ul style="list-style-type: none"> <li>Next meeting will be: QI Project (grant funding processes)</li> </ul>	Tuesday, April 11, 2017 at 8:45	QI Team & Donna

☐ Attendees or ☒ Refer to sign-in sheet

☐ Attachments:

Notes Generated By: Christina Bramlage



310 S. Main Street, Bellefontaine, Ohio 43311

Title

QI / PM Council

Date

Wednesday, February 22, 2017

Name

Signature

Department

Christina Bramlage

Christina Bramlage

WIC

Donna Blunt

Metzler

Donna Metzler

Admin

Kay Schroer

Kay Schroer

Admin

Matt Stonerock

Matt Stonerock

Enviro

Kelly Reaver

Kelly Reaver

PH



## LEADERSHIP TEAM MEETING – March 1, 2017

ATTENDANCE: Craig, Donna, Kay, Steve, Lisa, Corinne

GUEST: Bob Harrison

2/22/2017 minutes were reviewed:

- Leica will email instructions for the annual BBP/TB training today.
- Annual ODH financial report, state subsidy application, and quality indicators have all been completed and uploaded.
- The proposed Open House is postponed until the fall, closer to levy time.
- HIIT questionnaire will be distributed following Doc's approval of content.

Out of County Travel:

- 1 PH RN, hearing screenings, 4/6 Urbana

Corinne is working on the OPOD data entry system.

Steve needs 2016 child fatality and environmental stats ASAP to complete the annual report!

United Way volunteer day is Friday, May 5. Let Kay know if you have an idea for a project. Discussed was the possibility of information distribution for the sexual health clinic (fliers/posters).

Christina was approved to proceed with a contract for a WIC reminder/recall system. It is in her budget and has been approved by State WIC.

LCHD will be the host site for an EPA grant writing workshop on June 6 from 9:00-3:00. Discussion included which staff members should attend, one from each division.

## 2016 Performance Management Dashboard was reviewed and discussed.

Bob Harrison distributed copies of several documents addressing permitted and prohibited activities of the Board of Health of a General Health District in regards to levies and bond issues. Discussion included what employees can and cannot do on paid time and with public funds.

Next meeting: Wednesday, March 8, 8:30 a.m.

lg6



The Board of the Logan County Health District met in rescheduled regular session on Wednesday, March 8, 2017. President Harrison called the meeting to order at 1:04 p.m. followed by the pledge to the flag. Members present on roll call were Mr. Harrison, Mrs. Price, Dr. Varian, Mrs. Watkins, and Mrs. Collins. Staff members present were Health Commissioner Dr. Boyd C. Hoddinott, Administrator Lisa G. Brown, Environmental Health Director Craig D. Kauffman, Director of Nursing Kay Schroer, and Accreditation Coordinator Donna Metzler. Reporters Mandy Lochr of the *Bellefontaine Examiner* and Mike Vettori of *WPKO/WBLL* radio were also in attendance, along with guests Jim Sawyer, John Clary, and Leica McGill.

#### **IN THE MATTER OF MINUTES**

It was moved by Dr. Varian and seconded by Mrs. Collins that the Board approve the minutes of the February 1, 2017, regular meeting as presented. Ayes: Mrs. Watkins, Mrs. Price, Mrs. Collins, Dr. Varian. Nays: none. Motion carried.

#### **IN THE MATTER OF MONTHLY BILLS**

Noting that vouchers for recurring and time-sensitive bills were submitted to the county auditor on February 3, 10, 17, 24, and March 3, it was moved by Mrs. Price and seconded by Mrs. Watkins that the Board confirm the bill vouchers and order the current bills paid. Ayes: Dr. Varian, Mrs. Collins, Mrs. Watkins, Mrs. Price. Nays: none. Motion carried.

#### **IN THE MATTER OF PUBLIC FORUM**

James Sawyer, P.E. of JS Engineering, LLC addressed the Board on behalf of the Board of Harrison Township Trustees. He requested waiver of the sewage permit fee for their new facility as a government entity. The Board was in unanimous agreement that they did not wish to set this precedent, and Mr. Sawyer thanked them for their time and consideration.

#### **IN THE MATTER OF BOARD UPDATES**

Accreditation Coordinator Donna Metzler presented the health district's Strategic Plan for annual review and discussion, including process and conclusions. She also summarized completed 2016 accreditation accomplishments and updates using the Performance Management Dashboard, and discussed new actions for 2017.

#### **IN THE MATTER OF CLEAN UP BIDS – SHOOTS PROPERTY**

Environmental Health Director Craig D. Kauffman requested a Board decision regarding clean-up of the William Shoots property at 4840 CR 9. Two bids were received, both higher than anticipated due to approximately 100 scrap tires that require special handling. Options were debated, and it was moved by Mrs. Watkins and seconded by Dr. Varian that the Board instruct Mr. Kauffman to draft a resolution requesting the Logan County Prosecutor to seek injunctive relief under Ohio Revised Code 3707.01. Ayes: Mrs. Collins, Mrs. Price, Dr. Varian, Mrs. Watkins. Nays: none. Motion carried.

#### **IN THE MATTER OF AWARDING BIDS – WATER POLLUTION CONTROL LOAN FUND**

The Environmental Health Director presented two bids from an application for assistance with a failing household sewage system, noting both are from reputable licensed contractors. It was moved by Mrs. Collins and seconded by Mrs. Price that the Board award the contract to the lowest bidder as follows. Ayes: Dr. Varian, Mrs. Watkins, Mrs. Price, Mrs. Collins. Nays: none. Motion carried.

Applicant	Contractor	Bid	Bid Award
Ivan Boggs- 100% funding	Bobcat Multi-Works	\$3,850.00	Bobcat Multi-Works
	Wren's Plumbing	\$4785.20	



**IN THE MATTER OF REQUESTS FOR VARIANCE**

***Todd Mobley, sewage installer***

Mr. Mobley requested variance from Ohio Administrative Code 3701-29 to obtain annual continuing education in the first quarter of 2017 prior to 2017 registration. The code requires installers to obtain their continuing education in the year prior to registration. Mr. Kauffman explained that this continuing education would only apply to 2017 registration, and that an additional six (6) hours would be required prior to 2018 registration. It was moved by Mrs. Watkins and seconded by Mrs. Collins that the Board grant the variance. Ayes: Mrs. Price, Dr. Varian, Mrs. Collins, Mrs. Watkins. Nays: none. Motion carried.

***David F. Maier II, PO Box 242, Huntsville***

Mr. Maier requested variance from Ohio Administrative Code 3701-28 to implement a new property line two (2) feet from the existing well 2495 TR 37 West, Huntsville.. Mr. Kauffman explained that there are two homes on the property with a shared well, and a second well will be installed to facilitate the sale of the individual homes. It was moved by Dr. Varian and seconded by Mrs. Price that the Board grant the variance. Ayes: Mrs. Watkins, Mrs. Collins, Mrs. Price, Dr. Varian. Nays: none. Motion carried.

***William T. Remlinger, 8844 SR 273, Belle Center***

Mr. Remlinger requested variance from Ohio Administrative Code 3701-28 to construct a house addition three (3) feet from the existing well at the address where the code required 10 feet. It was moved by Dr. Varian and seconded by Mrs. Collins that the Board grant the variance. Mrs. Watkins, Mrs. Price, Mrs. Collins, Dr. Varian. Nays: none. Motion carried.

**IN THE MATTER OF NURSING REPORT**

Director of Nursing Kay Schroer updated the Board on the numerous activities of the nursing division.

- Organization of a parents group in opposition to the proposed transfer of oversight for the BCMH program from Ohio Department of Health to Ohio Department of Job and Family Services
- Increased influenza hospitalizations this flu season (22 since January 18 as compared to 8 total in 2016 and 5 in 2015)
- Continuation of walk-in flu shots to the public
- Adult dental clinic April 5 at Robson Family Dentistry with 34 available appointments
- Annual 5K Walk April 29 at Southview Park commemorating Public Health and Immunizations Weeks

The following nursing statistics for January, 2017 were then presented.

Public Health: 1 home visit; 7 active lead cases/3 screenings; 5 TB skin tests; 2 BCMH visits; 14 newborn home visits; 2 bereavement contacts/1 visit; 1 head lice check

Immunization Program: 20 child clients; 21 adult clients; 32 flu shots

Women, Infants and Children: 63 new clients; 93 recertifications; 683 total participants

Communicable Disease: 23 confirmed- Chlamydia (16); Gonorrhea (3); other (4)

Health Education: 5 staff trainings/meetings; 1 public class

**IN THE MATTER OF FINANCIAL REPORT REVIEW**

Administrator Lisa G. Brown presented health district financial reports for the month of January 2017, reflecting estimated revenue and appropriations as previously authorized by the Board. She also reviewed a summary report of 2016 revenue and expenses outlining changes in fund balances. It was moved by Mrs. Watkins and seconded by Mrs. Price that the Board authorize President Harrison to approve review of the reports. Ayes: Dr. Varian, Mrs. Collins, Mrs. Price, Mrs. Watkins. Nays: none. Motion carried.

**IN THE MATTER OF NEW CONTRACT – ONE CALL NOW**

Noting that the expenditure has been approved by State WIC and the contract approved as to form by the Logan County Prosecutor, it was moved by Mrs. Watkins and seconded by Mrs. Collins that the Board approve a contract between Logan County WIC and SWN Communications Inc. d/b/a/ One Call Now for an automated reminder/recall

system at the rate of \$1452.05 for the first year including set up fee, and \$700.00 annually thereafter. Ayes: Dr. Varian, Mrs. Price, Mrs. Collins, Mrs. Watkins. Nays: none. Motion carried.

**IN THE MATTER OF ANNUAL CONTRACT RENEWALS**

It was moved by Mrs. Price and seconded by Mrs. Collins that the Board renew the annual contracts as listed below. Ayes: Dr. Varian, Mrs. Watkins, Mrs. Collins, Mrs. Price. Nays: none. Motion carried.

***Allen County Health District***

Residential and commercial plumbing inspection services on an as-needed basis for the period March 5, 2017 to March 5, 2018 at the rate of \$30.00 per hour plus mileage at the current Logan County Health District rate

***Mental Health, Drug & Alcohol Services Board of Logan and Champaign Counties***

Newborn home visits to include screening for maternal depression for the period March 1, 2017 to February 28, 2018 at the total contract amount of \$10,000.00

***J. Christopher O'Connor, MD***

Back up health commissioner and medical director services for the period April 1, 2017 to April 1, 2018 at the rate of \$1.00 per annum and \$75.00 per hour for all direct services performed

**IN THE MATTER OF EXECUTIVE SESSION**

At 2:20 p.m., it was moved by Dr. Varian and seconded by Mrs. Price that the Board enter executive session for contract negotiation. The vote on roll call: Mrs. Watkins- aye, Mrs. Collins- aye, Mrs. Price- aye, Dr. Varian-aye. Nays: none. Motion carried. The Board returned to open session at 2:27 p.m.

**IN THE MATTER OF HEALTH COMMISSIONER CONTRACT RENEWAL**

Considering the impending expiration of Boyd C. Hoddinott's contract, it was moved by Dr. Varian that the Board extend a one year contract to Boyd C. Hoddinott, MD to serve as Health Commissioner and Medical Director for the Logan County Health District for the period April 1, 2017, to March 31, 2018, at the annual salary of \$55,000.00 and under the same conditions of his current contract. Mrs. Watkins seconded the motion. Ayes: Mrs. Collins, Mrs. Price, Mrs. Watkins, Dr. Varian. Nays: none. Motion carried.

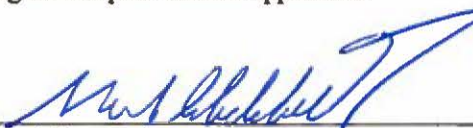
**IN THE MATTER OF HEALTH COMMISSIONER COMMENTS**

Dr. Hoddinott reminded the Board of the annual Health District Advisory Council meeting on Thursday, March 23 at 7:00 p.m.; discussed employee morale due to decreased staff and funding; and offered a brief explanation of the HIIT (High Intensity Interval Training) that staff will begin soon as a test group.


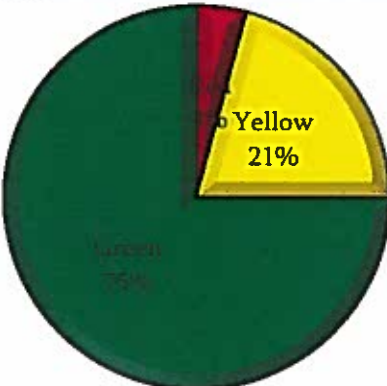
**IN THE MATTER OF ADJOURNMENT**

Confirming the next regular meeting for April 5, 2017, at 1:00 p.m., and noting that Mrs. Collins and Dr. Varian will both be absent, President Harrison adjourned the meeting at 2:38 p.m. without opposition.

  
Robert Harrison, President

  
Boyd C. Hoddinott, M.D., Secretary

# 2016

Logan County Health District Performance Management Dashboard						
<div><div>Champions of a safe and healthy community</div><div><div>Logan County Health District</div><div>310 S. Main St. Bellefontaine, OH 43111 PH: 937-592-9040 FAX: 937-592-6746</div></div></div>	<b>Health District Mission:</b>	The Logan County Health District champions a safe, healthy community.			Health Commissioner	
					Boyd Hoddinott, MD	
					Email:	
					<a href="mailto:bhoddinott@co.logan.oh.us">bhoddinott@co.logan.oh.us</a>	
Health District Divisions	Programs	Performance Measures On:			LCHD Performance Measure Summary	
		Red	Yellow	Green		
Administration	Select a Health Department Division on the left to populate the Program List for that division.	1	2	11		
Nursing/Public Health		0	1	3		
Environmental Health		0	1	2		
Education		0	1	2		
Full User Guide						



## 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:*

[bhoddinott@co.logan.oh.us](mailto:bhoddinott@co.logan.oh.us)

Health District Divisions	Programs	Performance Measures On:			LCHD Performance Measure Summary
		Red	Yellow	Green	
Administration	Clinics	0	0	0	<p>Green 80% Yellow 20% Red 0%</p>
	W.I.C.	0	0	2	
Nursing/Public Health	Outreach	0	1	2	
Environmental Health	Infectious Disease	0	0	0	
Education					
Return to Primary Dashboard					
<b>Totals</b>		0	1	4	



# WIC Dashboard Measure Report

Report Date: 2/28/2017

Measure #	Status	Key Performance Measure				
1						
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?		SP Objective:	
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2						
Q3						
Q4						

Measure #	Status	Key Performance Measure				
2	[+]	# of obese children in WIC				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?		SP Objective:	
13.5%	20.0%	Christina Bramlage		No		
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]					
Q2	[+]					
Q3	[+]					
Q4	[+]					

# Outreach Dashboard Measure Report Report Date: 2/27/2017

Measure #	Status	Key Performance Measure				
1	[~]	Increase # of newborn visits				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
91	100	Kelly Reaver				
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]					
Q2	[-]	EXPLANATION: staff layoffs, new staff being trained NEXT STEPS: continue to monitor				
Q3	[+]					
Q4	[-]	EXPLANATION: Other agency is also doing some work in this area NEXT STEPS: apply for a UW grant for more publicity, meet with the hospital staff to promote and collaborate with the area agency				

Measure #	Status	Key Performance Measure				
2	[+]	Increase # of contacts with existing CMH families				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
561	300	Kay Schroer				4.2.2
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]					
Q2	[+]					
Q3	[+]					
Q4	[+]	EXPLANATION: Almost doubled the goal. Good Job!				

# Outreach Dashboard Measure Report      Report Date: 2/27/2017

Measure #	Status	Key Performance Measure				
3	[+]	Increase # of new CMH clients				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	4.2.2
50	42	Kay Schroer				
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]					
Q2	[+]					
Q3	[+]					
Q4	[-]	EXPLANATION: annual target was met, no new prospects				
Measure #	Status	Key Performance Measure				
4						
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2						
Q3						
Q4						

## 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:*

[bhoddinott@co.logan.oh.us](mailto:bhoddinott@co.logan.oh.us)

Health District Divisions	Programs	Performance Measures On:			LCHD Performance Measure Summary
		Red	Yellow	Green	
Administration	Environmental Health	0	1	1	<p>Green 67%</p> <p>Yellow 33%</p> <p>Red 0%</p>
Nursing/Public Health	Food Safety	0	0	1	
Environmental Health					
Education					
Return to Primary Dashboard					
<b>Totals</b>		0	1	2	



# Environmental Health Dashboard

## Measure Report

Report Date: 2/27/2017

Measure #	Status	Key Performance Measure				
1	[+]	Reduce average miles driven per inspection				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	4.1.3
8.64147857	9.5	Craig Kauffman				
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[~]	<div>10.40 → 9.29 → 9.12 → 6.44</div>				
Q2	[+]					
Q3	[+]					
Q4	[+]	EXPLANATION: All EH staff are performing all types of inspections which reduced travel distances NEXT STEPS: Observe over the next year to see if this changes as the department adjust to staff changes				

Measure #	Status	Key Performance Measure				
2	[~]	100% of new wells sampled, inspected and approved				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	No	SP Objective:	
99.1%	100%	Craig Kauffman				
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]	EXPLANATION: It was in the middle of a cycle with a lot of new permits but still within the time frame to return for inspection NEXT STEPS: It will even out next quarter				
Q2	[-]					
Q3	[+]	EXPLANATION: The uninspected wells are within the time frame of the inspection cycle. NEXT STEPS: No action needed as the department is within 1% of the goal.				
Q4	[-]					

# Food Safety Dashboard Measure Report

Report Date: 2/27/2017

Measure #	Status	Key Performance Measure				
1	[+]	% of food safety CEU's				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	No	SP Objective:	
51.1%	50.0%	Craig Kauffman				
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2	[-]	EXPLANATION: food safety trainings will be completed later in the year NEXT STEPS: continue to monitor				
Q3						
Q4	[+]					
Measure #	Status	Key Performance Measure				
2						
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	No	SP Objective:	
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2						
Q3						
Q4						

## 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:*

[bhoddinott@co.logan.oh.us](mailto:bhoddinott@co.logan.oh.us)

Health District Divisions	Programs	Performance Measures On:			LCHD Performance Measure Summary
		Red	Yellow	Green	
Administration	Office of Vital Statistics	0	0	0	<p>A pie chart illustrating the distribution of performance measures across three categories: Green (79%), Yellow (14%), and Red (7%). The Green section is the largest, followed by Yellow, and then Red.</p>
	Fiscal Tracking	0	1	3	
Nursing/Public Health	Planning	1	1	3	
Environmental Health	Personnel	0	0	0	
	Accreditation	0	0	5	
Education					
Return to Primary Dashboard					
<b>Totals</b>		<b>1</b>	<b>2</b>	<b>11</b>	

# Fiscal Tracking Dashboard Measure Report

Report Date: 3/1/2017

Measure #	Status	Key Performance Measure				
1	[~]	Financial training/education to BOH				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
3	4	Lisa Brown				4.3.1
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2	[+]					
Q3	[+]					
Q4	[+]	NEXT STEPS: Explore new formats to present material				

Measure #	Status	Key Performance Measure				
2	[+]	Financial information presented to the community				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
3	2	Lisa Brown				4.3.3
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2	[+]					
Q3	[+]					
Q4	[+]	NEXT STEPS: Ambassador				



# Fiscal Tracking Dashboard Measure Report

Report Date: 2/27/2017

Measure #	Status	Key Performance Measure				
3	[+]	Increase reserve funds				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	Measurement of Priority #4
86.1%	25.0%	Lisa Brown				
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]					
Q2						
Q3						
Q4						

Measure #	Status	Key Performance Measure				
4	[+]	Days from issue of PO until order placement				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	No	SP Objective:	
1.575	2	Leica McGill				
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[~]	EXPLANATION: staff layoffs, increased duties for purchaser				
Q2	[+]					
Q3	[+]					
Q4	[+]					

Measure #	Status	Key Performance Measure				
1	[+]	Submit 3 press releases per month to local media				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
63	27	Corinne Riegler				1.1.2
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]					
Q2	[+]					
Q3	[+]					
Q4	[+]	NEXT STEPS: Great job				

Measure #	Status	Key Performance Measure				
2	[+]	# of times a health message is sent to the medical community				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
21	12	Kay Schroer				1.2.2
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]					
Q2	[+]					
Q3	[+]					
Q4	[+]	NEXT STEPS: great job!				

Measure #	Status	Key Performance Measure				
3	[-]	% of employees who have created SOP's				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
68.4%	1	Domain 8				
Quarter	Status	Quarterly Explanation and Action Plans				
Q1		EXPLANATION: Staff layoffs NEXT STEPS: reminders sent				
Q2	[-]	EXPLANATION: Short staffed, people learning new roles NEXT STEPS: reminders sent				
Q3	[-]					
Q4	[-]	EXPLANATION: Scabies outbreak NEXT STEPS: Have Health Commissioner send reminders				

Measure #	Status	Key Performance Measure				
4	[~]	Grant \$ received				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
314070.67	340000	Donna Metzler				4.2.1
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[-]	EXPLANATION: Grants needed that cover salaries				
Q2	[-]	EXPLANATION: Time constraints NEXT STEPS: included inkind WPKO marketing grants				
Q3	[+]					
Q4	[-]	EXPLANATION: No feasible grants NEXT STEPS: Continue to look at more grant opportunities, look at United Way funding, 2019 Creating Healthy Communities Grant				

Measure #	Status	Key Performance Measure				
5	[+]	% Customer satisfaction with first contact				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
94.6%	93.0%	Donna Metzler				1.1.3
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2						
Q3	[+]					
Q4	[+]	EXPLANATION: Great Job NEXT STEPS: Survey to other agencies and non-customers				

Measure #	Status	Key Performance Measure				
6						
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	No	SP Objective:	
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2						
Q3						
Q4						



# Accreditation Dashboard Measure Report

Report Date: 2/27/2017

Measure #	Status	Key Performance Measure				
1	[+]	WFD plan is created				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
1	1	Donna Metzler				2.3.1
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2	[+]					
Q3						
Q4						
Measure #	Status	Key Performance Measure				
2	[+]	Four Annual Satisfaction Surveys				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
4	4	Donna Metzler				Priority 1 & 2
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2	[+]					
Q3	[+]					
Q4	[+]	NEXT STEPS: Change target audience for surveys				

# Accreditation Dashboard Measure Report

Report Date: 2/27/2017

Measure #	Status	Key Performance Measure				
3	[+]	% of Healthy Habits Healty You meetings attended				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	No	SP Objective:	
90.0%	90.0%	Donna Metzler				
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]					
Q2	[+]					
Q3	[+]					
Q4	[-]	EXPLANATION: Many alternate meetings going on at the same time and scabies outbreak NEXT STEPS: Unavoidable, but make it a priority for someone to attend				

Measure #	Status	Key Performance Measure				
4	[+]	# QI projects completed per year				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
1	1	Donna Metzler				4.1.3
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2	[+]					
Q3						
Q4						

# Accreditation Dashboard Measure Report

Report Date: 2/27/2017

Measure #	Status	Key Performance Measure				
5	[+]	% of measures completed				
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	Yes	SP Objective:	
83	80	Donna Metzler				1.3.3
Quarter	Status	Quarterly Explanation and Action Plans				
Q1	[+]					
Q2	[+]					
Q3	[+]					
Q4	[-]	EXPLANATION: Scabies outbreak tied up many people NEXT STEPS: Remind domain leaders to schedule meetings				

Measure #	Status	Key Performance Measure				
6						
YTD Value	Target	Staff Contact:	Linked to Strategic Plan?	No	SP Objective:	
Quarter	Status	Quarterly Explanation and Action Plans				
Q1						
Q2						
Q3						
Q4						