

Flathead City-County Health Department

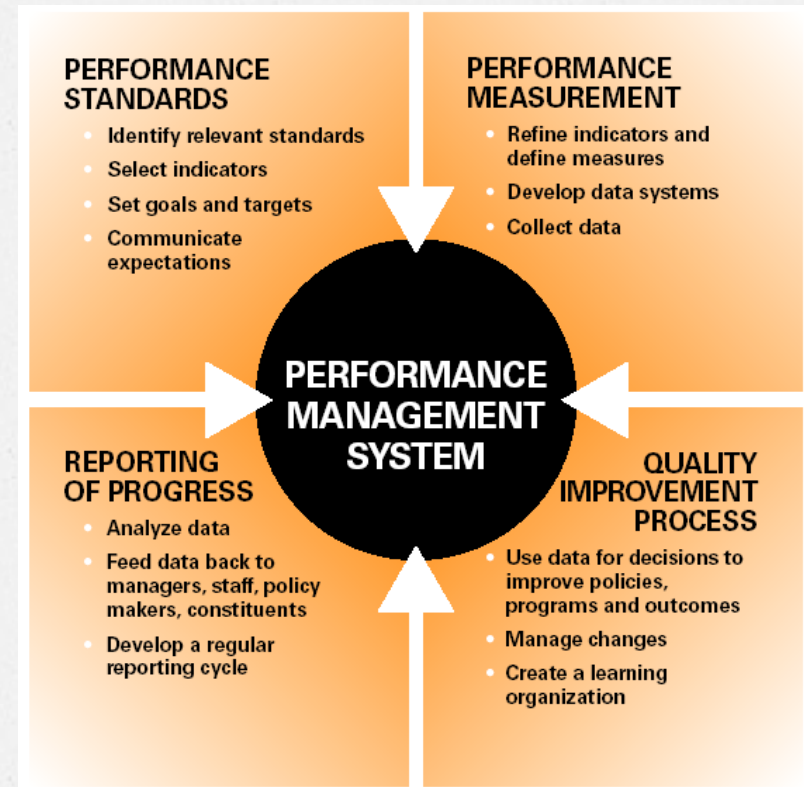
Introduction to Performance Management Systems

*Community Health Retreat
March 4, 2014*

3/3/2014

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?

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

Performance Standards (Desired Outcomes)

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

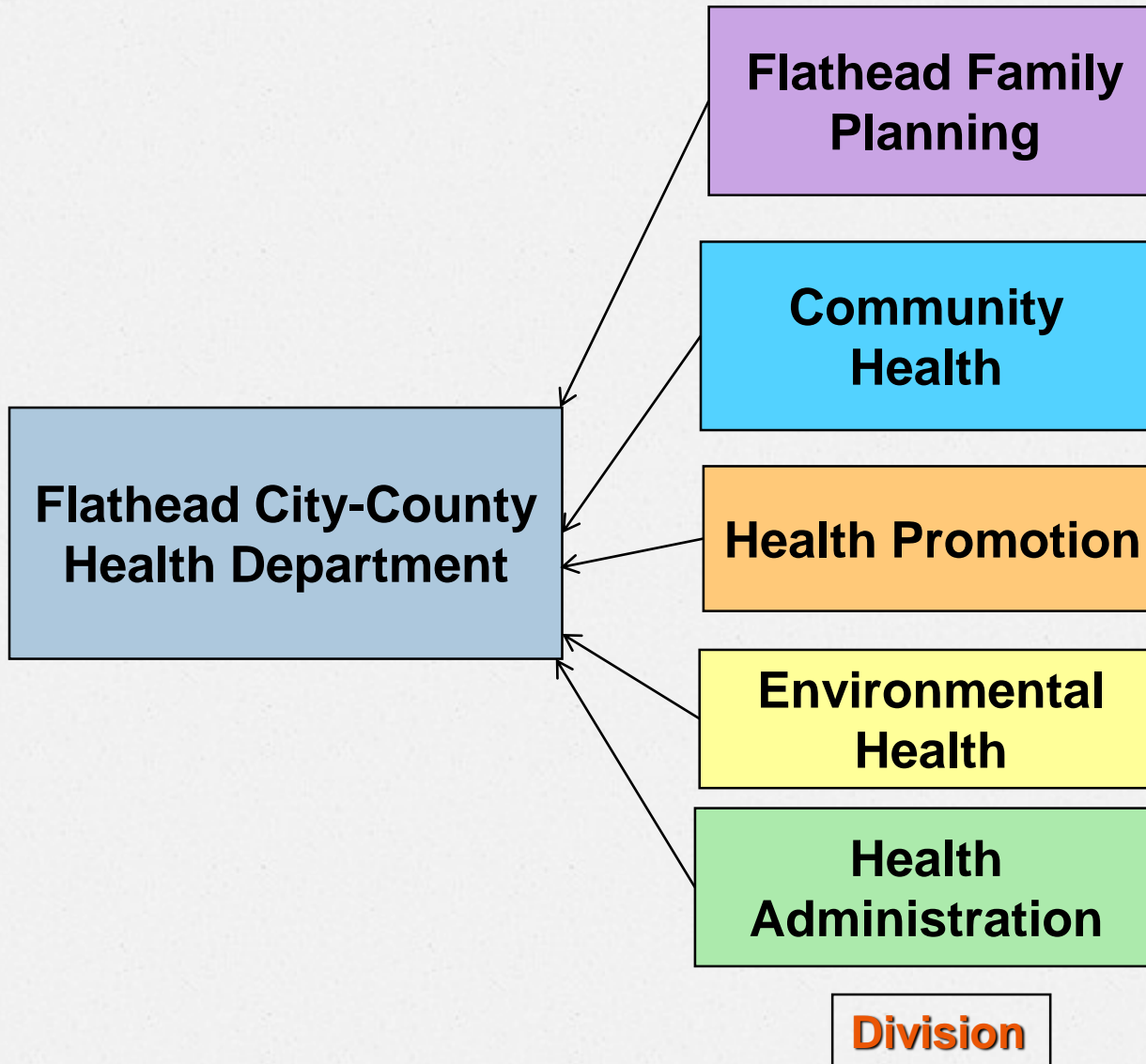
Performance Measurement (Metrics)

- o The Regular collection and reporting of data to track work produced and results achieved (measures something!)*
- o Answers the question – where are we?*
- o Examples:*
 - o Time until initial action on complaints*
 - o Percent of complaints resolved*

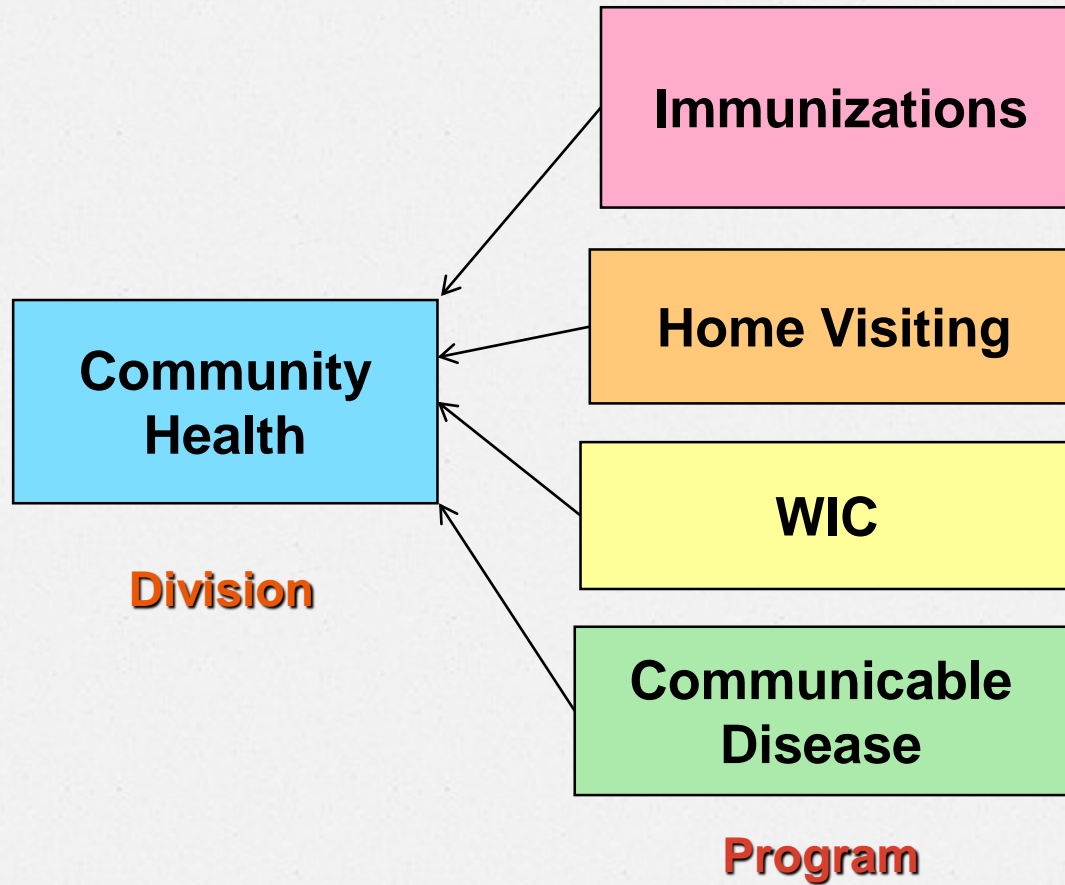
Built on a Logic Model: Need to Subdivide Work

- o Common practice is to break the work down into a structure of more manageable, smaller pieces
- o Each subdivision of the work to be done focuses on smaller pieces of the work with more detail
- o Health Department → Division → Program → Core Activities

2/6/2014



2/6/2014



Core Activity Definition

- o A discrete unit of work with a common purpose
- o Determine by:
 - o Brainstorm tasks for program (what tasks and everyday activities do you do to try to achieve the overall goal of the program)
 - o Group into common categories (core activities)

Immunization Program Activities

- o Standing Orders
- o Screening Eligibility
- o Internal Quality Assurance
- o Community Education
- o Provider Education
- o Data Entry
- o Outlying Clinics
- o Record Review
- o Giving Shots
- o Registering Patients
- o Titer Measurements
- o Billing
- o Inventory

Immunization Program Activities

- o Daycare/School Immunization Review
- o Education on Immunization Rules

- o Data Entry
- o Record Review

- o Provider Education
- o Correspondence with Provider community

- o Outlying Clinics
- o Inventory
- o Giving Shots
- o Registering Patients

- o Billing
- o Screening Eligibility

- o Titer Measurements
- o Internal Quality Assurance
- o Standing Orders

Immunization Program Activities

Education and Outreach (Schools and Daycares)

- o Daycare/School Immunization Review
- o Education on Immunization Rules

Education and Outreach (Health Care Professionals)

- o Provider Education
- o Correspondence with provider community

Data and Records

- o Data Entry
- o Record Review

Administration of Immunizations

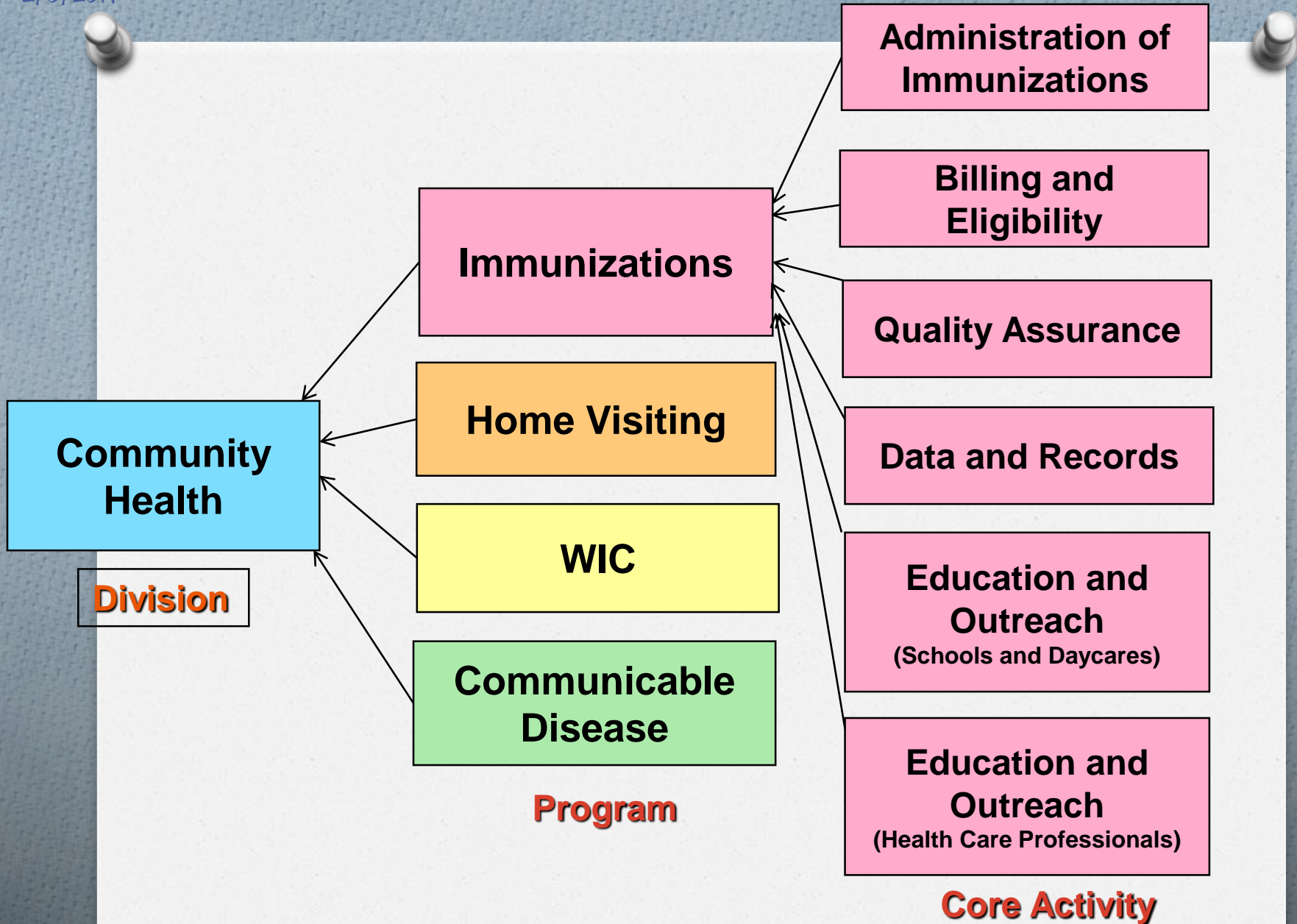
- o Outlying Clinics
- o Inventory
- o Giving Shots
- o Registering Patients

Billings and Eligibility

- o Billing
- o Screening Eligibility

Quality Assurance Based on ACIP Recommendations

- o Titer Measurements
- o Internal Quality Assurance
- o 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 communication system focused on immunization in Flathead County
- Health care professionals administer 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

Core Activity Results

Collective Intermediate Results

So that....

So that....

So that....

So that....

So that....

So that....

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 St
- Number of provide
- Number of training professionals about

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 (not including exemptions)
- Daycare immunization compliance rate

Immunization Program

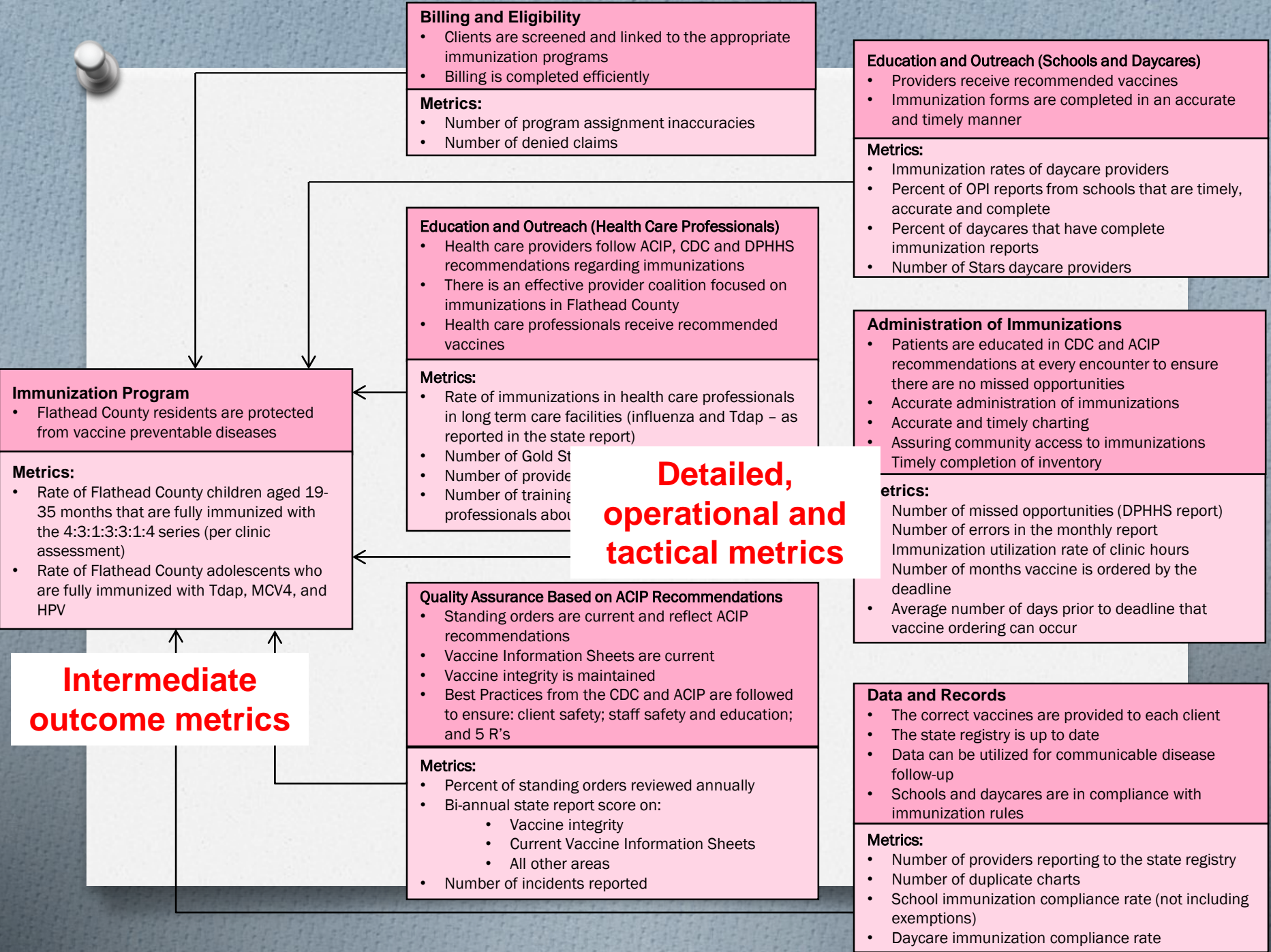
- Flathead County residents are protected from vaccine preventable diseases

Metrics:

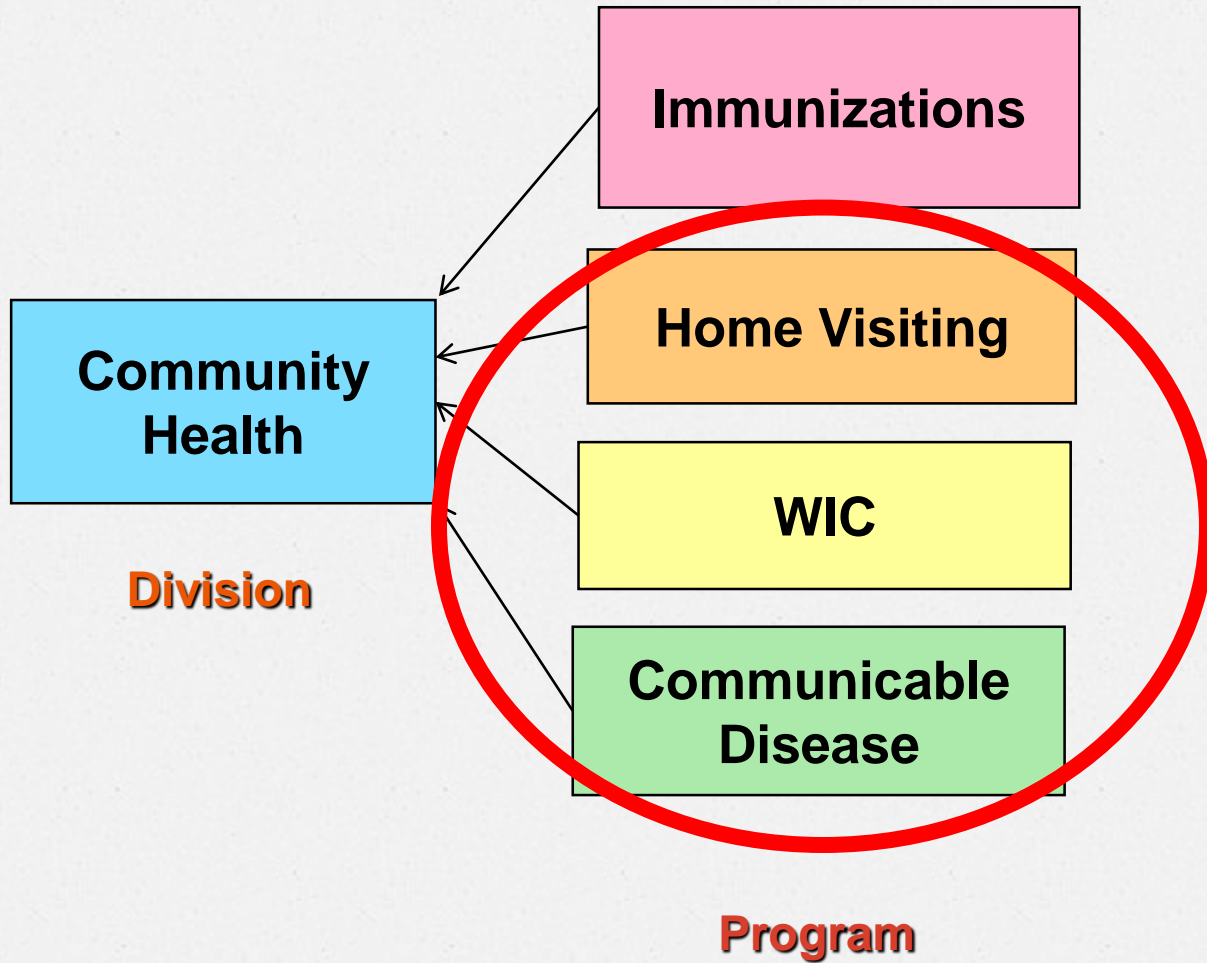
- Rate of Flathead County children aged 19-35 months that are fully immunized with the 4:3:1:3:3:1:4 series (per clinic assessment)
- Rate of Flathead County adolescents who are fully immunized with Tdap, MCV4, and HPV

Detailed, operational and tactical metrics

Intermediate outcome metrics



Next Steps





Questions?