



Monterey County

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Board Report

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Receive an oral presentation from Monterey County Health Department on the Monterey County Health Department's Managing for Results performance measures annual summary of results.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Receive an oral presentation from Monterey County Health Department on the Monterey County Health Department's Managing for Results performance measures annual summary of results.

SUMMARY:

The Monterey County Health Department (MCHD) *Managing For Results* performance measures encompass more than 60 annual targets representing quantifiable objectives across seven Bureaus. Performance measures serve as a metric of success compared to expected outcomes and help to push achievement by recording and evaluating effort in a consistent and measurable manner. They can be used to revise expectations, provide direction to department action and efforts, and link work with client satisfaction. Highlights from this year's results are that nearly 66% of performance measures were on target and 75% aligned with the Health Department's strategic initiatives.

Specific outcomes highlighted by the performance measures include trainings, community empowerment, service delivery, productivity, regulatory compliance, and community reach with prevention programs. Outcomes were spread across the entire County and within County regions.

DISCUSSION:

A handful of MCHD Bureaus participated as pilot sites for the county's *Managing for Results* performance measurement system in 2010-11. Beginning in 2011-2012, MCHD instituted performance measurement for all Bureaus. While some Bureaus routinely engage in performance measurement and mandated reporting (such as the Healthcare Effectiveness Data and Information Set (HEDIS) reporting done by Clinic Services), the quarterly performance measures were selected by Bureaus based on the degree to which they epitomize:

- The purpose and function of the Bureau in the view of the general public
- Staff efficiency, effectiveness, and workload
- Connections to the 10 Essential Services of Public Health, MCHD Strategic Plan Initiatives, and Board of Supervisors' Initiatives
- Ongoing, budget-supported functions (as opposed to grant-funded only functions with less

sustainability)

Targets were set by Bureau Chiefs based on performance history and goals. Results are tracked and reported quarterly and annually on a 100% scale in relation to the target. Results are also reported to staff through posters that are displayed in hallways and break areas and informational write-ups in the MCHD quarterly Director's Report.

OTHER AGENCY INVOLVEMENT:

No other agency involvement.

FINANCING:

There will be no impact to the County General Fund associated with this report.

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