

## 2014-15 County Health Department Performance Snapshot Manatee County

CY = CY 2014, FY = FY 2013 - 14

### Product, Service and Process Outcomes

| Measure  | Timeframe | County  | State  | Target or DOH Standard | County Quartile<br>1=most favorable<br>4=least favorable | Status         | County Trend      | Link to Program |
|--|-----------|---------|--------|------------------------|--|----------------|-------------------|-----------------|
| Percent of 2-year-old CHD clients fully immunized  | CY        | 97.00%  | 92.00% | 95%                    | 2  | Meets Standard | View 5-Year Trend |                 |
| Percent of CHD wasted/spoiled/expired/unaccounted for vaccine  | CY        | 0.30%   | 0.29%  | <=3%                   | 2  | Meets Standard | View 5-Year Trend |                 |
| Percent of CHD STD cases treated according to the most recent STD guidelines within 14 days of diagnosis | CY        | 87.60%  | 88.50% | >=90%                  | 4  | Needs Review   | View 5-Year Trend |                 |
| The percentage of ADAP clients in a county that picked up ADAP medications for each month of the year.   | CY        | 89.00%  |        | 85.0%                  | 1  | Meets Standard | View 5-Year Trend |                 |
| Percent of sputum-smear positive TB patients initiating treatment within 7 days of specimen collection   | CY        | 75.00%  | 90.28% | 92%                    | 2  | Needs Review   | View 5-Year Trend |                 |
| Percent of TB cases with a documented HIV test result  | CY        | 100.00% | 86.72% | 88.7%                  | 1  | Meets Standard | View 5-Year Trend |                 |
| Annual Comprehensive Environmental Health Score (ACEHS)  | CY        | 93.58%  | 94.00% | 90%                    | 3  | Meets Standard | View 3-Year Trend |                 |
| Composite Annual Score of Core Epidemiology Measures   | CY        | 86.00%  | 93.00% | 67%                    | 3  | Meets Standard | View 5-Year Trend |                 |
| Composite Annual Preparedness Score  | CY        | 5.00    | 4.70   | 4                      | 1  | Meets Standard | View 5-Year Trend |                 |
| Percent of WIC infants who are ever breastfed  | CY        | 77.90%  | 77.50% | 77.40%                 | 2  | Meets Standard | View 5-Year Trend |                 |
| Percent of teen CHD family planning clients who adopt an effective or higher method of birth control     | CY        | 77.99%  | 81.26% | >80%                   | 3  | Needs Review   | View 3-Year Trend |                 |
| Percent of CHD family planning clients served who have documentation of race in their records            | CY        | 98.03%  | 93.42% | >95%                   | 1  | Meets Standard | View 4-Year Trend |                 |

### Customer-Focused Outcomes

| Measure   | Timeframe | County | State | Target or DOH Standard | County Quartile<br>1=most favorable<br>4=least favorable | Status         | County Trend      | Link to Program |
|---|-----------|--------|-------|------------------------|--|----------------|-------------------|-----------------|
| A documented process to address external customer satisfaction and complaints exists    | FY        | Yes    |       | Yes                    |  | Meets Standard | No Trend          |                 |
| Percent of completed customer satisfaction surveys with a satisfactory or better rating | FY        | 93.90% |       | 90%                    | 3  | Meets Standard | View 5-Year Trend |                 |
| Percent of documented customer complaints acknowledged by end of next business day      | FY        | 95.70% |       | 100%                   | 3  | Needs Review   | View 5-Year Trend |                 |

### Workforce-Focused Outcomes

| Measure  | Timeframe | County | State | Target or DOH Standard | County Quartile<br>1=most favorable<br>4=least favorable | Status         | County Trend      | Link to Program |
|--|-----------|--------|-------|------------------------|--|----------------|-------------------|-----------------|
| A documented process to address employee satisfaction exists | CY        | Yes    |       | Yes                    |  | Meets Standard | No Trend          |                 |
| Rate of workers' compensation incidents per 100 employees    | FY        | 8.11%  | 6.08% | 8.8%                   | 4  | Meets Standard | View 3-Year Trend |                 |

### Leadership and Governance Outcomes

| Measure   | Timeframe | County | State | Target or DOH Standard | County Quartile<br>1=most favorable<br>4=least favorable | Status         | County Trend | Link to Program |
|---|-----------|--------|-------|------------------------|--|----------------|--------------|-----------------|
| CHD has implemented a collaborative community health assessment process resulting in a community health improvement plan with measurable outcomes and goals within the last 5 years | CY        | Yes    | Yes   | Yes                    |  | Meets Standard | No Trend     |                 |
| Percent of items in compliance with DOH information security and privacy standards, as defined in the annual information security and privacy assessment                            | CY        | 91.00% |       | 100%                   | 4  | Needs Review   | No Trend     |                 |

### Financial and Market Outcomes

| Measure   | Timeframe | County  | State | Target or DOH Standard | County Quartile<br>1=most favorable<br>4=least favorable | Status         | County Trend      | Link to Program |
|---|-----------|---------|-------|------------------------|--|----------------|-------------------|-----------------|
| Supervisor and employees certify accuracy of time recorded on EARS/DARS within 7 calendar days of end of pay period | CY        | 97.55%  |       | 90%                    | 1  | Meets Standard | View 3-Year Trend |                 |
| Manage Schedule C OCA cash balances: Federal funds - zero balance 60 days after grant period ends                   | FY        | 100.00% |       | 100%                   | 1  | Meets Standard | View 3-Year Trend |                 |
| Manage Schedule C OCA cash balances: State General Revenue and Trust funds – no negative cash balance               | FY        | 100.00% |       | 100%                   | 1  | Meets Standard | View 3-Year Trend |                 |

The County Performance Snapshot (CPS) is organized by the results category of the Sterling Criteria for Organizational Performance Excellence.

Column Descriptions:

**Measure:** Provides numerical information that quantifies input, output and/or performance. The measure is also a hyperlink to a report with the data for all 67 CHDs.

**Timeframe:** Indicates the reporting period for the indicator. CY = Calendar Year (January through December) and FY = Fiscal Year (July through June).

**County:** Displays the most current data for the measure in the specified county.

**State:** Provides the most current data for the state. The state rate may not be available for all measures.

**Target or DOH Standard:** Provides the desired performance level.

**County Quartile:** Compares data for the latest year from one county to another in the state. Quartiles are calculated by ordering all 67 counties' data for a measure from most favorable to least favorable and dividing the list into 4 equal-size groups. In this report, a low quartile number (1) always represents more favorable health situations while fours (4) represent less favorable situations. County quartile may not be available for all measures.

| Most favorable situation | Average                     | Least favorable situation |
|--------------------------|-----------------------------|---------------------------|
| 1<br>(25% of counties)   | 2 or 3<br>(50% of counties) | 4<br>(25% of counties)    |

**Status:** Compares the most current county rate with the DOH target. "Needs Review" means that the County Rate does not meet or exceed the Target or DOH Standard; "Meets Standard" means that the County Rate does meet or exceed the Target or DOH Standard.

**County Trend:** The trend for an indicator is calculated using three to five years of data. No trend means the three most recent years of data are not available or the data are categorical (i.e., Yes or No responses). Each available trend is a hyperlink to a trend graph.

**Link to Program:** This is a website link to the DOH program that uses the indicator.