

PERFORMANCE MANAGEMENT

Showcase #1

September 2006

In this edition of the Performance Management Showcase we are highlighting two areas of Exemplary Practices: Customer Satisfaction Surveys and Internal Audit Processes and Performance Measures. We also have a table at the bottom of this page that lists the improvement activities currently in progress as part of the RWJ Multi-State Learning Collaborative.

Exemplary Practices: Surveys to Evaluate Customer Satisfaction

Recently, we have been getting requests for examples of customer service surveys to identify customer needs and to address the standards regarding customer service [revised 2006 measure 8.5L and 8.5S]. We have several good examples in the Exemplary Practices Compendium found at www.doh.wa.gov/phip/PerfMgmt/product.htm. We have included two of these exemplary practices, one from Adams County and one from Cowlitz County in the following pages for your immediate review and adoption, as appropriate.

Exemplary Practices: Internal Audit Process for Compliance with Procedures

One of the performance standards with the lowest demonstrated performance in the 2005 Assessment was the standard requiring internal audit of compliance with protocols or procedures [revised 2006 measure 8.7L and 8.9S]. The Exemplary Practices compendium again has an example that you can use to jump start your internal audit process; this one, from Kittitas County, is shown on the next page.

Multi-State Learning Collaborative Activities

Finally we have a table showing the six primary efforts that are part of the Robert Wood Johnson grant to improve public health practice and results in the Multi-State Learning Collaborative. Seven local agencies and two DOH Offices are involved in these activities, as well as many staff from other parts of our public health system.

State and Program Specific RWJ and PHIP Quality Improvement Initiative	System-wide RWJ and PHIP Quality Improvement Initiatives
1. EH Director's Pilot on Performance Measures for Food Safety and On-site Sewage	1. Revise WA Standards for Public Health Performance
2. PHND Project on Performance Measures for Child and Maternal Health Programs	2. Establish a set of state-wide public health indicators that are measurable at the county, regional and state level
3. Improvement Consultations on Site-specific Assessment Results: Cowlitz County – First Steps Logic Model/Monitoring of Performance Measures DOH, Office of the Secretary – QI Plan and Process, and one specific QI Improvement effort Garfield County – Immunization Program Logic Model/Monitoring of Performance Measures Grant County – Improving Access to Critical Health Services Tacoma-Pierce County – QI Plan and Process and one specific QI Improvement effort	3. Improvement Collaborative on Establishing and Monitoring Performance Measures: Develop logic models for a specific program, identify performance measures, and initiate monitoring of performance measures DOH, Office of Community and Family Health Grant County Grays Harbor County Spokane County Thurston County
November 2006 Learning Congress [Full-day presentation of achievements and learning from each of the QI Initiatives listed above]	

Kittitas County Public Health Department

Environmental Health Food Program Standard Operating Procedure



QUALITY ASSURANCE REVIEW

1. The Department of Health "Red/Blue inspection report" form is utilized in the field for food establishment inspections.
2. The inspector provides the original inspection report to the Public Health Clerk for entry into the food service database.
3. The Public Health Clerk will enter the information and return the report to the field inspector.
4. The field inspector then provides the inspection report to the EH Director for review.
5. The EH Director will review the information utilizing the quality assurance review form.
 - This document enables the EH Director to request clarification of items noted on the inspection form and to provide constructive feedback to the inspector.
6. The EH Director provides both the quality assurance form and the inspection report back to the inspector.
7. The field inspector reviews the EH Directors comments/questions, provides written feedback, signs and dates the documents.
8. The field inspector provides a copy of the final Quality Assurance form back to the EH Director within one week, with the originals being placed in the food establishment file.

For the items to evaluate in the quality assurance review form, you may want to include the five items that the EH Director's Pilot is using for one of the field test measures for the Food Safety Program. These are:

1. All data fields for inspection reports are entered
2. Inspection protocol was followed per regulations
3. Data is accurate (name, dates, results of inspection, follow-up actions)
4. Reports are timely (within one week of inspection) and prior to end of quarter
5. Reports are accurately entered in a database

Adams County Health Department



CLIENT SATISFACTION SURVEY

The staff and administration of the Adams County Health Department would appreciate your taking a few minutes to complete this evaluation and return it to our office. We are very interested in your comments on how we do our job, especially if you can offer suggestions for improvement.

Please provide the following information:

How many times did you need to speak to Health Department staff to get what you needed?

_____ **1 time** _____ **2 – 5 times** _____ **more than 5 times**

Based on your interaction with Health Department staff, please rate your level of satisfaction with our service in the following areas:

1 = poor 2 = fair 3 = good 4 = excellent N/A = not applicable

	1	2	3	4	N/A
1. Friendliness and courtesy of the staff					
2. Ability of staff to put me at ease					
3. Timeliness of service					
4. Staff demonstrated understanding of my situation					
5. Staff knowledge					
6. Accurate and useful information was made available to me					
7. Options and alternatives were offered when possible					
8. Professional staff treated me with respect and courtesy					
9. Reliability of services					
10. The reception staff treated me with respect.					
11. My overall level of satisfaction with the Adams County Health Department					

12. The phone system for the Department makes it easy to call the Health Department **Yes** ___ **No** ___

13. Do you have suggestions or comments to help improve our services?

Cowlitz County Health Department



FACILITY OPERATOR SATISFACTION SURVEY

Dear Facility Operator:

Cowlitz County Health Department values your opinion on their services. Please take a moment and fill out the following survey and return it to the health department via any of the following methods. Thank you in advance for taking the time to fill out this survey so that we may continue to improve our quality of service to you, our valued customer.

Please fill out the survey and return by:

Mail: Cowlitz County Health Department
1952 9th Avenue
Longview, WA 98632-4045

Fax: (360) 425-7531

On-line: www.co.cowlitz.wa.us/health

Providing quality service to our food establishment customers is a priority to Cowlitz County Health Department. Please take a moment to complete this form and tell us how we are doing. Thank you for your participation!

Please mark the box for each question that reflects your opinion of your experience with the Health Department 's service in 2003	Low	Fair	Good	High
1. How satisfied were you with the knowledge level of the employees who assisted you?				
2. How satisfied were you with the courtesy, respectfulness and professional manner of the employees who assisted you?				
2. How satisfied were you with our response time and efficiency?				
3. How satisfied were you with the quality of appropriate information you received?				
4. In general, how satisfied were you with the level of service that we provided you in 2003?				
6. Other comments or suggestions?				