

Public Health Performance Management Centers for Excellence

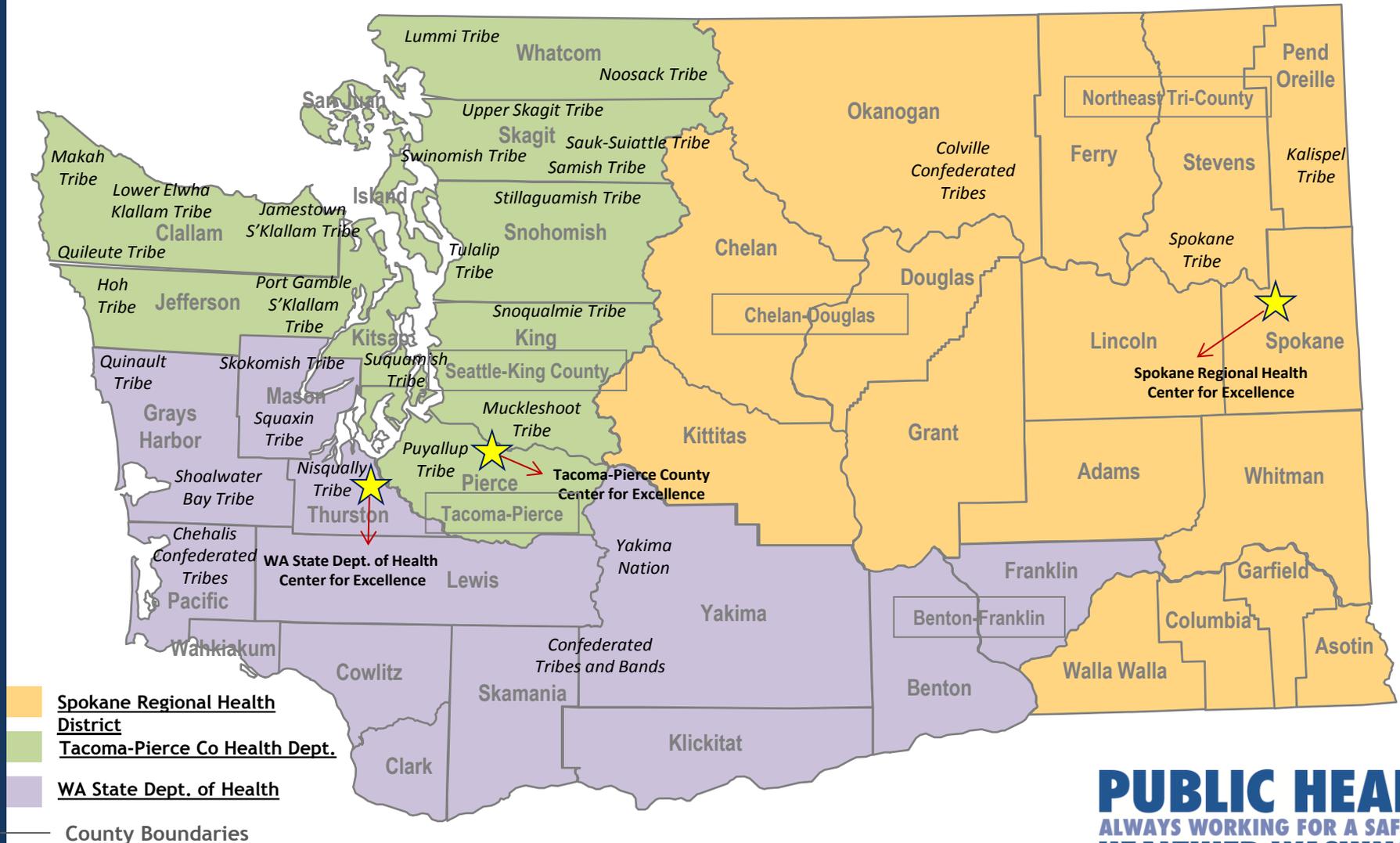


Quality Methods for Community Engagement

Wanda Williams, Tacoma Pierce County Health Department
Megan Davis, Washington State Department of Health

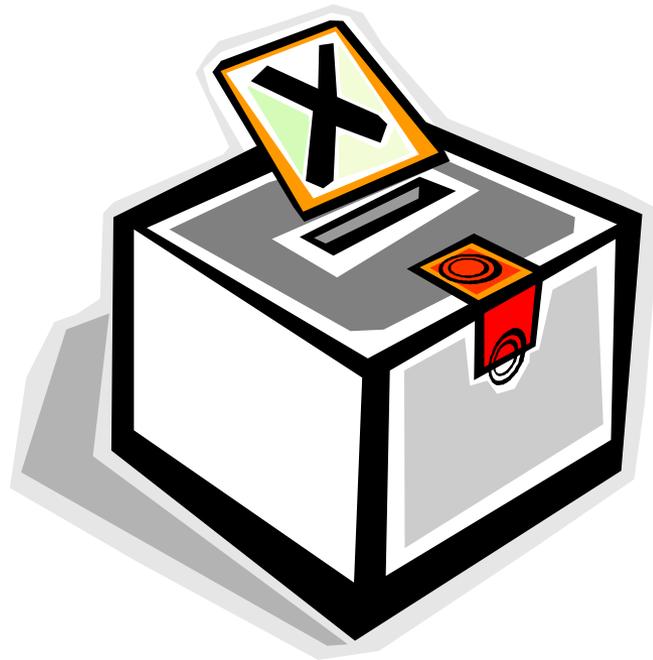
May 21, 2014

Which Center for Excellence Region are you located in?



PUBLIC HEALTH
 ALWAYS WORKING FOR A SAFER AND
 HEALTHIER WASHINGTON

Washington's Federally Recognized Tribes



Learning Objectives

Upon completion participants should be able to:

- Describe the uses of a radar/spider chart.

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- Describe the uses of an inter-relationship diagram.

Learning Objectives

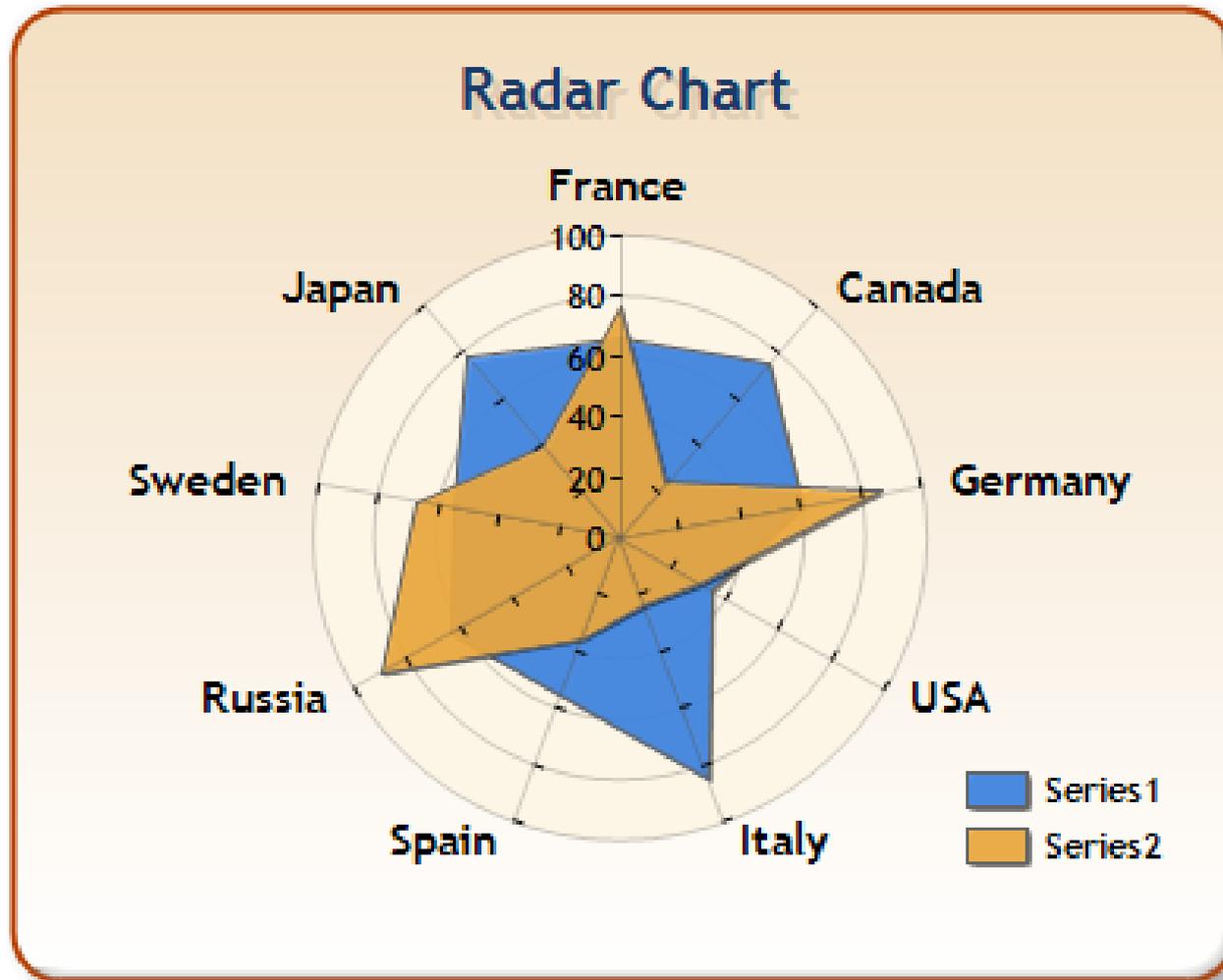
Upon completion participants should be able to:

- Describe the uses of radar/spider chart.
- Describe the uses of an inter-relationship diagram.
- Describe one method to weight data and use for decision making processes.

Tools we will cover today

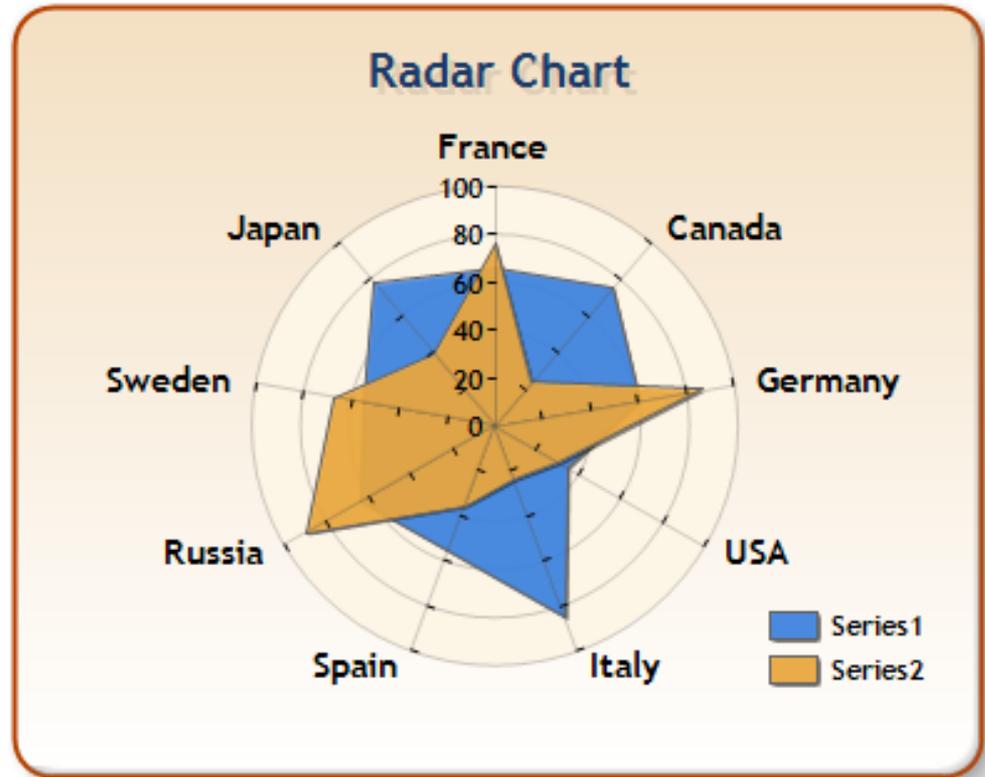
- Radar/Spider chart.
- Affinity diagram.
- Interrelationship diagram.
- Weighing data using ranking method /prioritization for decision making process.

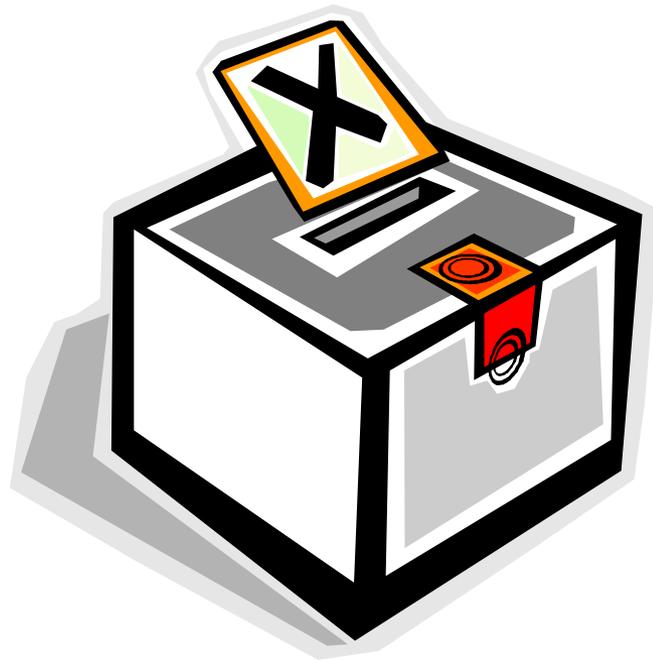
Radar Chart/Spider Chart



What is a Radar Chart?

- A graphic display with three to ten quantitative variables represented on axes starting from the same center point.
- Displays strengths and weaknesses among several performance areas.
- A powerful way to visualize multiple variables at the same time.





When to use a Radar Chart

- To engage community partners in evaluating several factors related to one item.
- When the rating scale is the *same for all* rating categories.
- To identify potential improvement opportunities.
- To identify important strengths.

Reading a Radar Chart

- Bigger shape indicates better performance.
- Smaller shape highlights potential improvement opportunities (weaknesses).
- Compare “arms” to note comparative strengths of variables.

Radar Charting - a Football Example

Comparing Wide Receivers

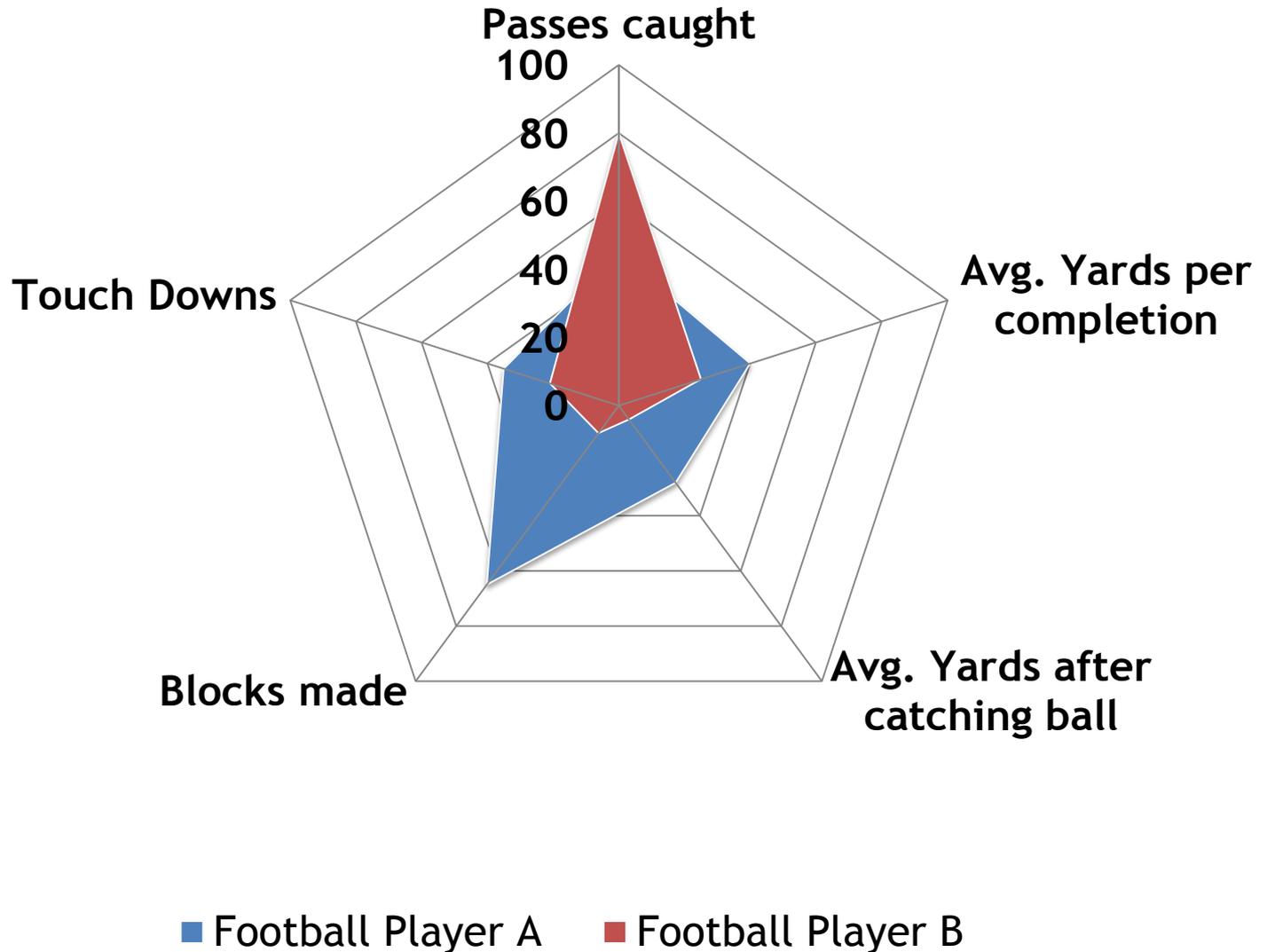


- Passes caught in a season
- Average yards per completion
- Average yards after catching the ball
- Blocks made in a season
- Touch downs in a season

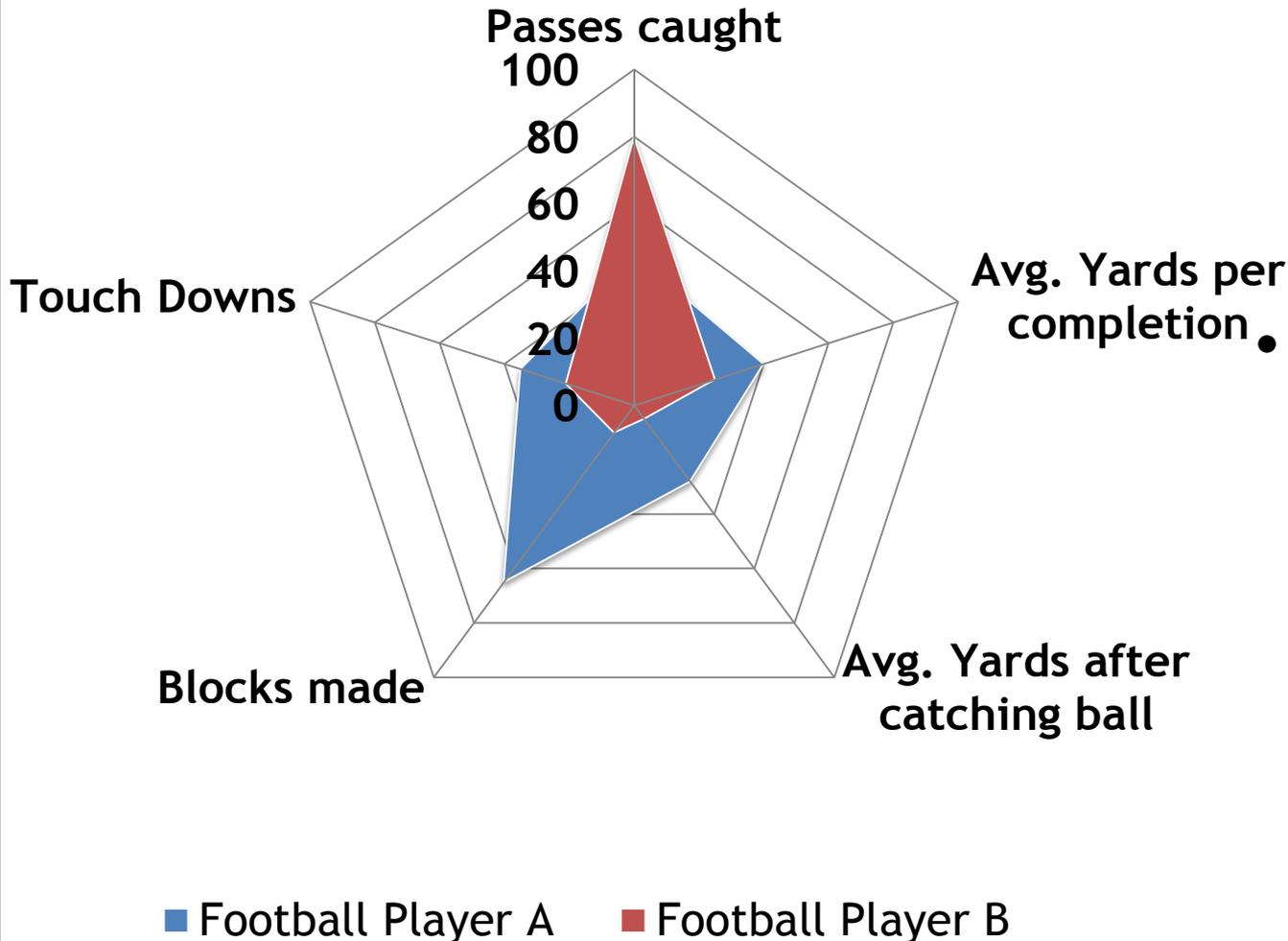
Ratings categories and scoring scale (whole season)

- Number of passes, 1-100
- Average number of yards per completion, 1-100
- Average number of yards after catching the ball, 1-100
- Number of blocks made, 1-100
- Number of touch downs, 1-100

Comparing Wide Receivers



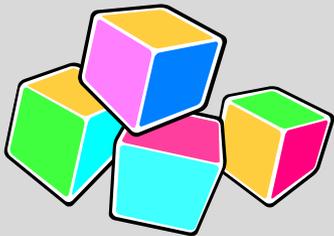
Discussion



- What does this radar chart say to you?
- Which wide receiver would you choose and why?

Radar Charting - a Public Health Example Building Blocks of a Quality Culture

- Commitment
- Capability
- Understanding customer expectations
- Empowerment
- Process focus
- Institutionalization



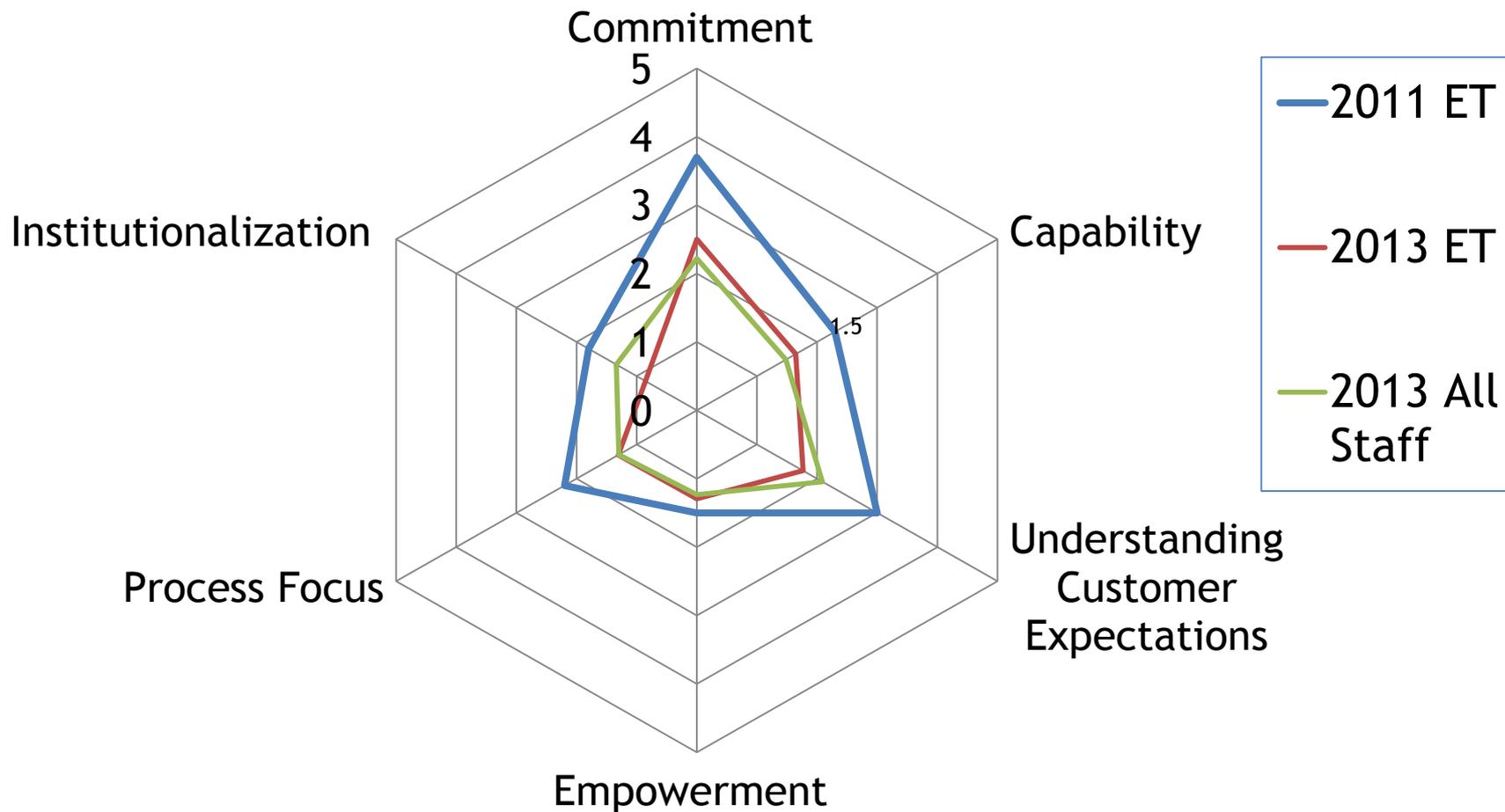
John W. (Jack) Moran, Jr., MBA, PhD, CMC, CQM—Senior Quality Advisor at the Public Health Foundation and William Riley, PhD—Associate Professor and Associate Dean, School of Public Health at the University of Minnesota.

Scoring scale

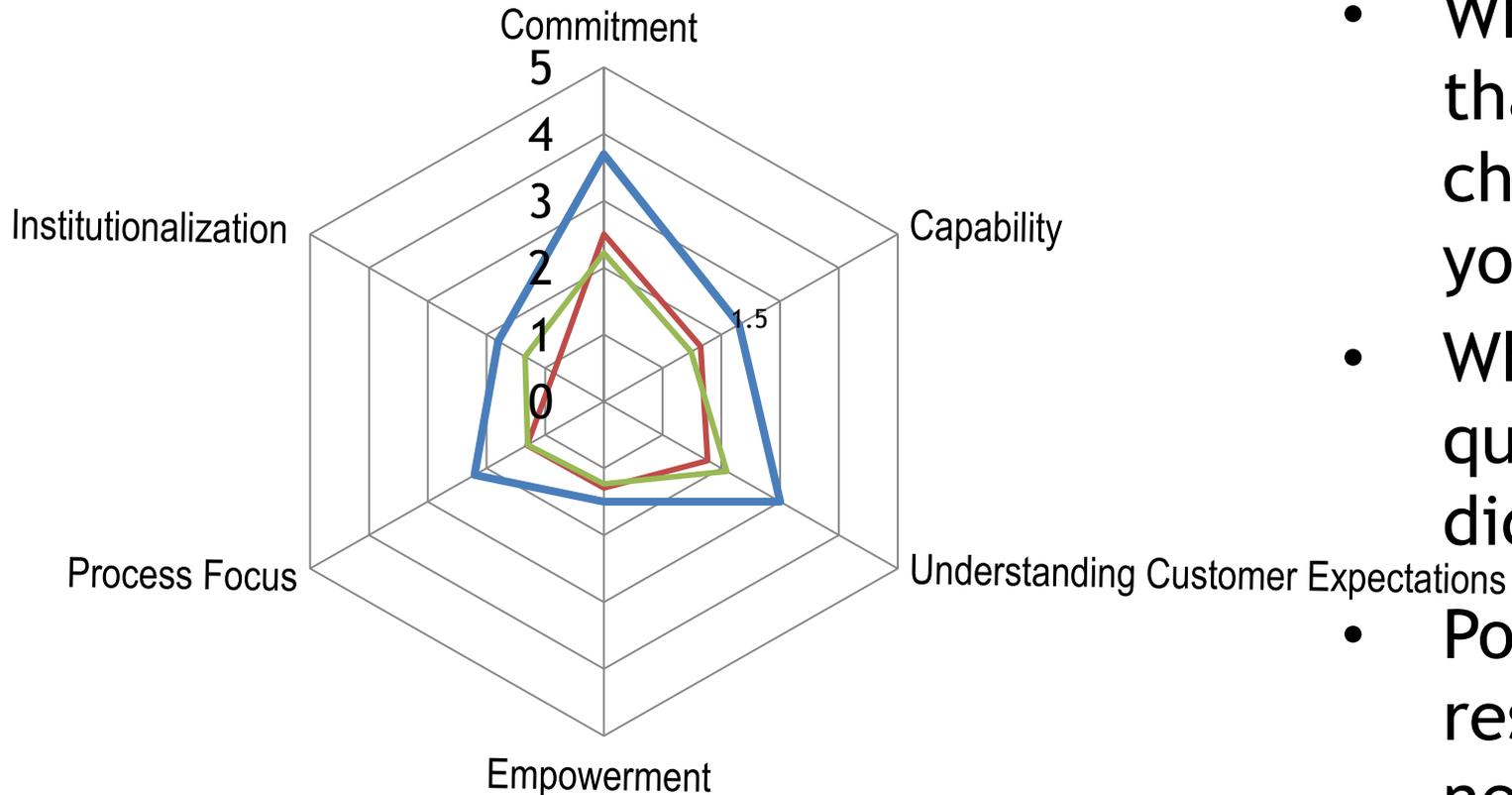
- 0 - nothing in place**
- 1 - investigating**
- 2 - minimal**
- 3 - basics are in place**
- 4 - using it on selected projects**
- 5 - agency-wide use with good results**

Building blocks of quality culture	2011 ET baseline	2013 ET	2013 All baseline
Commitment	3.7	2.5	2.3
Capability	2.3	1.6	1.6
Customer focus	3.0	1.8	2.2
Empowerment	1.5	1.3	1.4
Process focused	2.2	1.3	1.4
Institutionalized	1.8	0.9	1.5

Scoring our quality culture



Discussion



- What did that radar chart say to you?
- What questions did it raise?
 - Possible responses or next steps?

How to create and use a Radar Chart

1. Identify rating categories to evaluate

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2. Standardize performance definitions for consistent scoring responses

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6. Plot the ratings: locate data point on each labeled spoke of the chart

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3. Collect data and rate each performance category (strengths and weaknesses)
4. Construct the chart - a large wheel with spokes
5. Select ratings (individually, as a team, or both)
6. Plot the ratings: locate data point on each labeled spoke of the chart
7. Interpret and use results

Limitations

- Does not display the relative importance of the categories

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- Different scales skew results
- **Can't represent trade-offs well**

Limitations

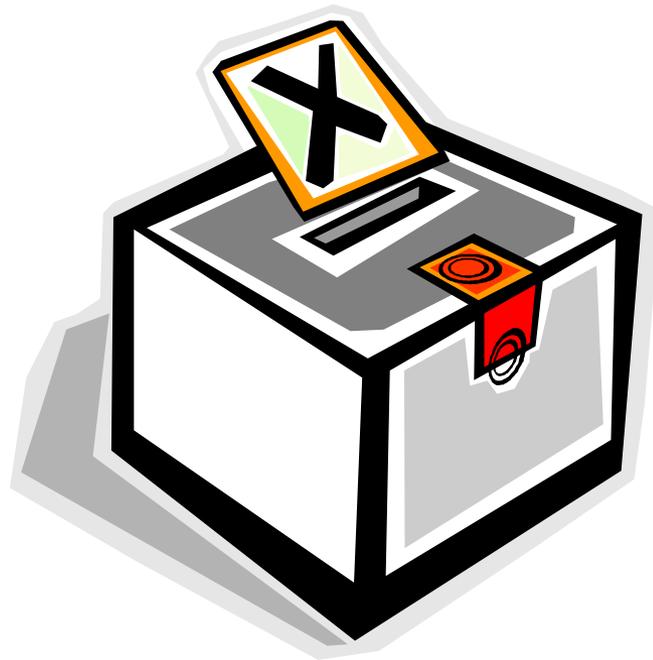
- Does not display the relative importance of the categories
- Can overstate the effects of change
- Different scales skew results
- Can't represent trade-offs well
- Only helpful in small-to-moderate data sets

Resources

- Public Health Memory Jogger II, GOAL/QPC, 2007, www.goalqpc.com, pages 121 -- 124
- Radar Charts
<http://web2.concordia.ca/Quality/tools/23radar.pdf>
- A complete Guide to Radar Charts
<http://www.fusioncharts.com/chart-primers/radar-chart/>

Affinity Diagram





What is an Affinity Diagram?

- Tool that gathers large amounts of ideas/issues then organizes and summarizes the ideas into natural groupings
- Affinitizing is often used after a brainstorming exercise to gather and group ideas.

What does an Affinity Diagram do?

- Encourages creativity by everyone on the team.
- Helps break down long-standing communication barriers.
- Encourages nontraditional connections among ideas/issues.
- Allows breakthroughs to emerge naturally.
- Encourages ownership of results.

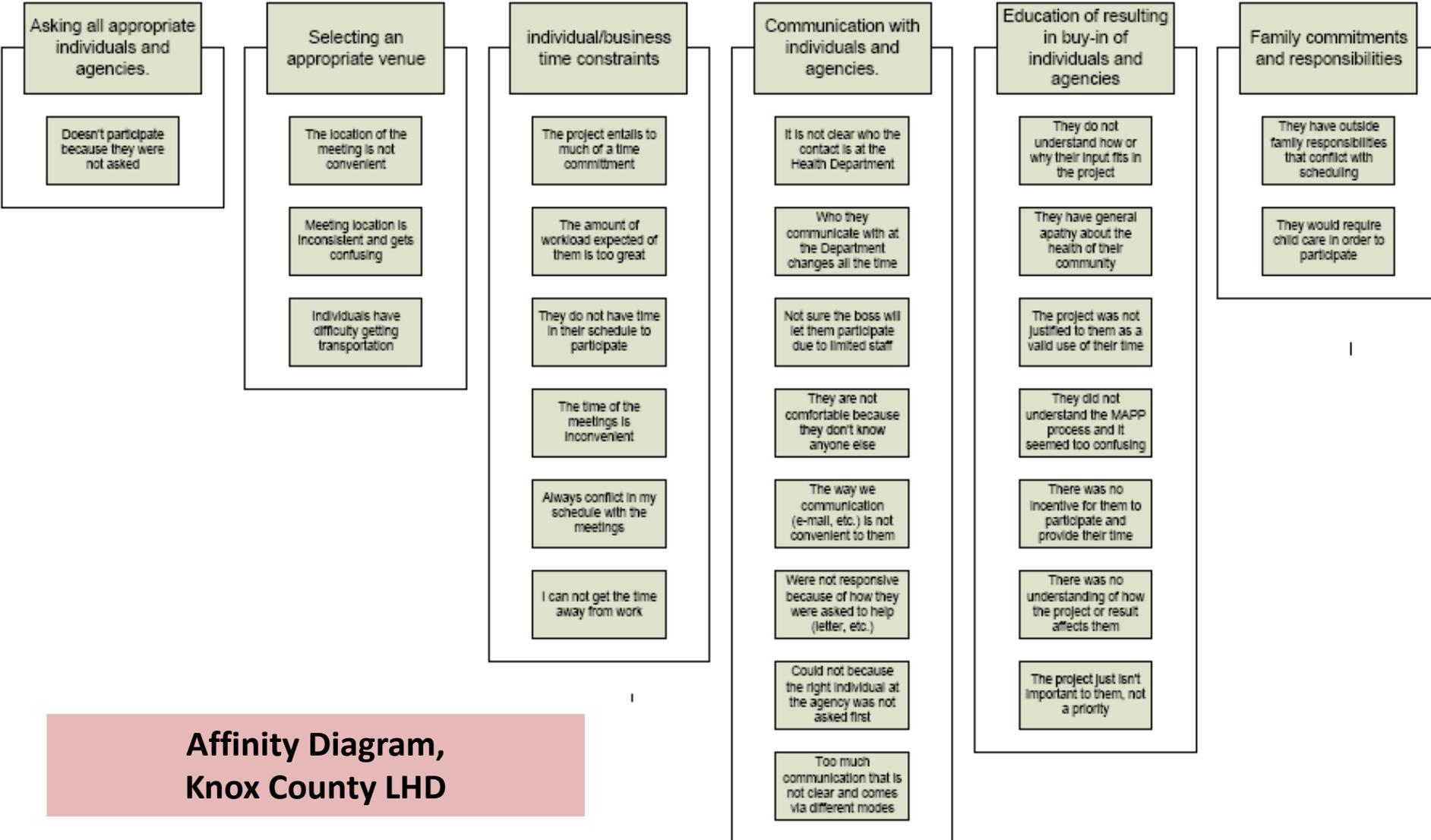
How to do an Affinity Diagram?

1. Phrase the issue under discussion in a full sentence - What are the issues in planning a family vacation?
2. Brainstorm at least 20 ideas or issues.
3. Sort ideas simultaneously into 5-10 related groupings.
4. For each grouping, create summary or header cards using consensus.
5. Draw finished diagram.

Examples of Affinity Diagrams

From the field

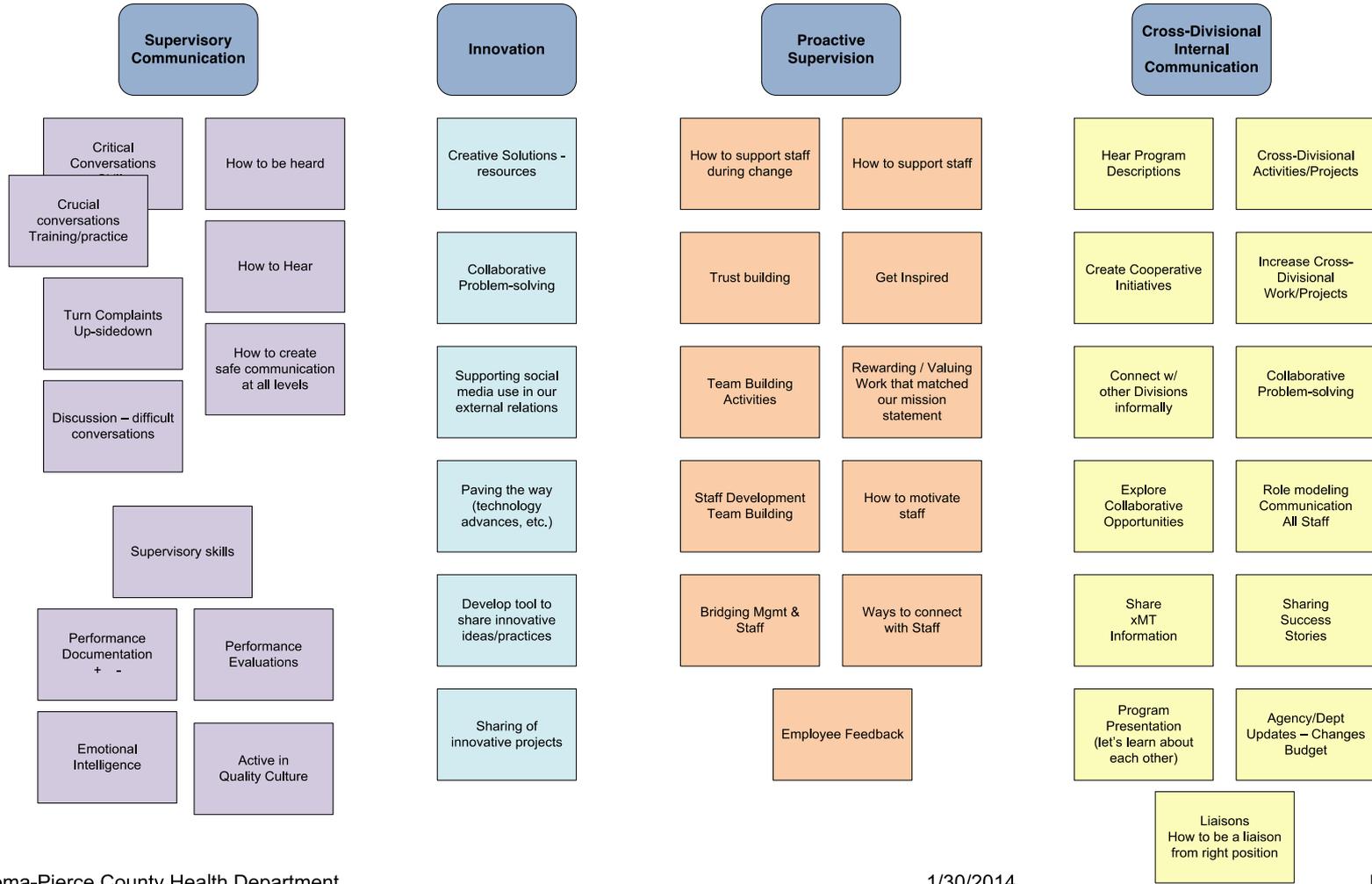
What are the issues associated with recruiting community members to actively participate in the MAPP process?



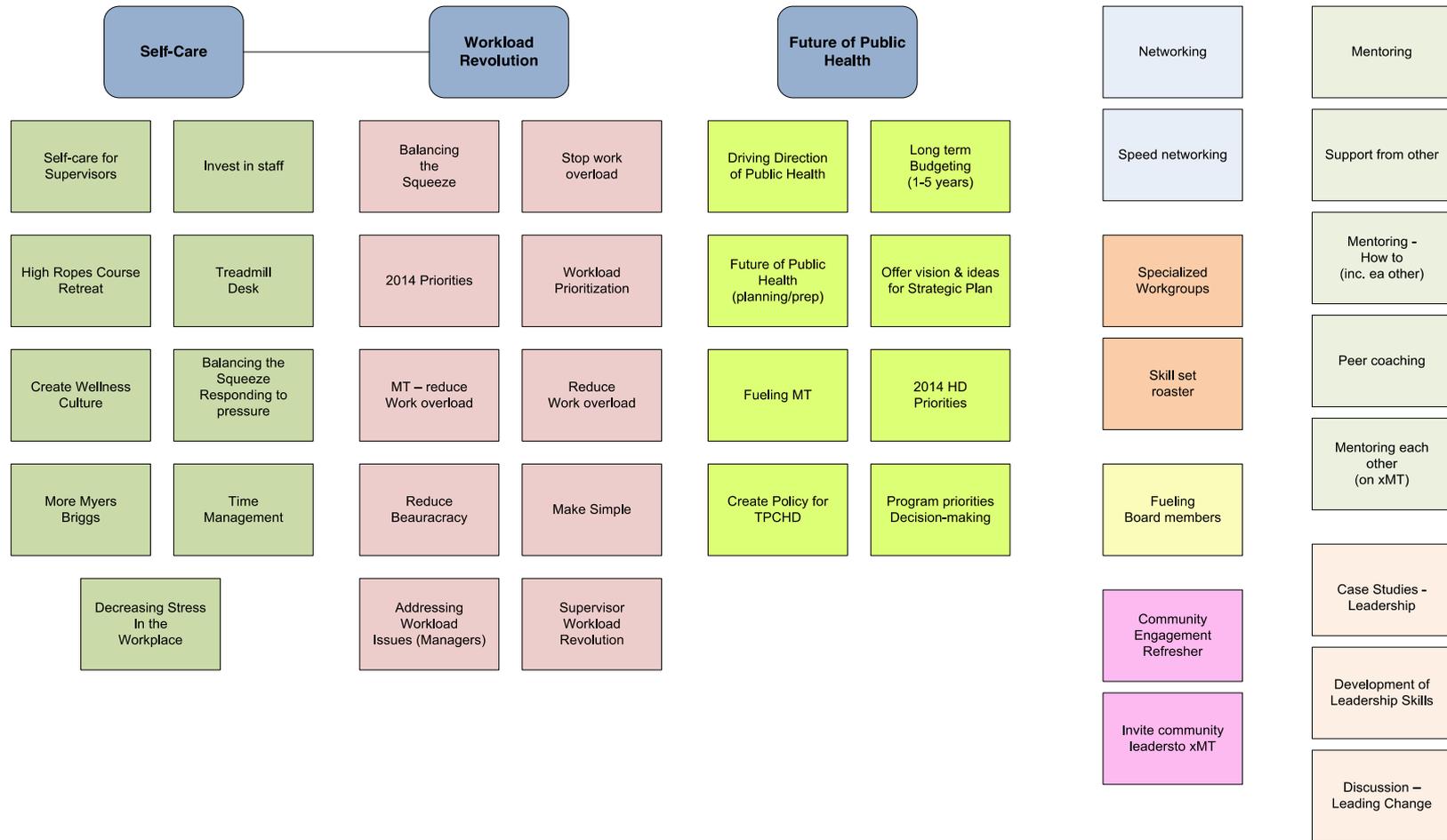
Affinity Diagram, Knox County LHD

xMT – 2014 Priorities Affinity Diagram

Lists are not in prioritized order



Lists are not in prioritized order



ADMINISTRATIVE

STAFF/TEAM DEVELOPMENT
TRAUMA SCHOLARSHIP

PERFORMANCE MEASURES

DATA SECURITY & STORAGE

OFFICE SUPPLY INVENTORY

ARCHIVAL PROCESS

DOCUMENT DIVERSITY INVESTIGATION BEST PRACTICES

TIME MANAGEMENT

STRESS MANAGEMENT

SURVEILLANCE

CT/GC SURVEILLANCE

STD CASE REPORT fillable PDF

NOTIFIABLE CONDITIONS REPORTING

GOOGLE TEST PRIORITY CASES

SYPH DOCUMENTATION

HIV DOCUMENTATION

PHIMS-STD USER ASSESSMENT

DH/TPCHD DOCUMENTATION REQUIREMENTS

DISEASE INVESTIGATION

CASE MANAGEMENT TRIAGE

VIRAL MANAGEMENT OF CASELOAD

ANALYZE CASELOAD BY DISEASE

OUT OF CARE RELINK TO CARE PROCESS

WEBCAM TO SKYPE FACETIME CLIENTS

CLINIC

OUT OF AREA FAX FORM for EPT requests

PGMC/TPCHD REFERRAL PROCESS

LOG BOOK CLINIC QUALITY CONTROL

MEDICAL/CLINIC SUPPLY INVENTORY

INTAKE FORM -> INTAKE PROCESS

PROCESSING SPECIMENS

LAB MAKER REPLACED Handwritten PT identifiers

CLINIC SCHEDULE electronic spreadsheet

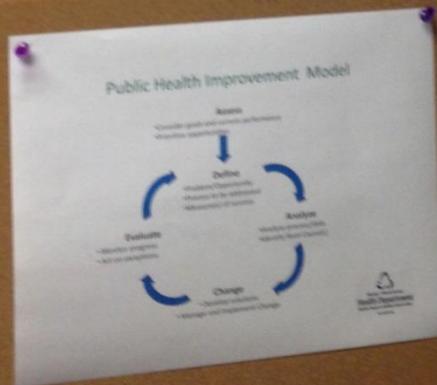
WAITING AREA RENOV.

INTAKE & MEDS MOVE TO WHERE NEEDED

SPECIMAN PROCESSING LOCATION

SPACE OUT

Affinitizing project ideas



HIV TESTING

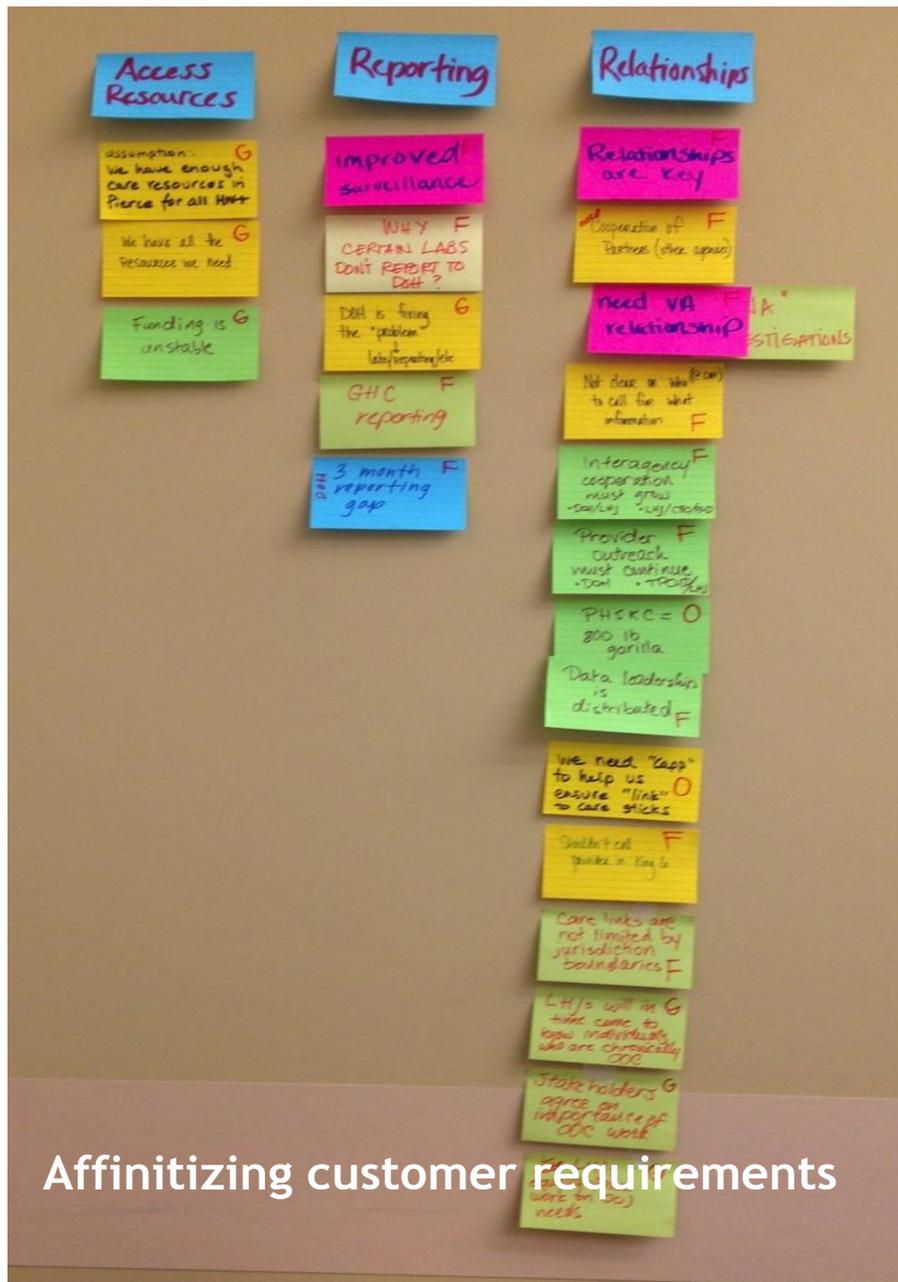
HIV SCREENING

AT HOME SPECIMEN KIT

INTERVAL TESTING

TYPES OF ACTIVITIES

1. SERVICES THAT PREVENTED COVID-19
2. SERVICES THAT TREAT OR MANAGE COVID-19
3. SERVICES THAT ARE NECESSARY WHEN THE COMMUNITY IS IN A STATE OF EMERGENCY
4. SERVICES THAT SUPPORT THE HEALTH OF THE COMMUNITY

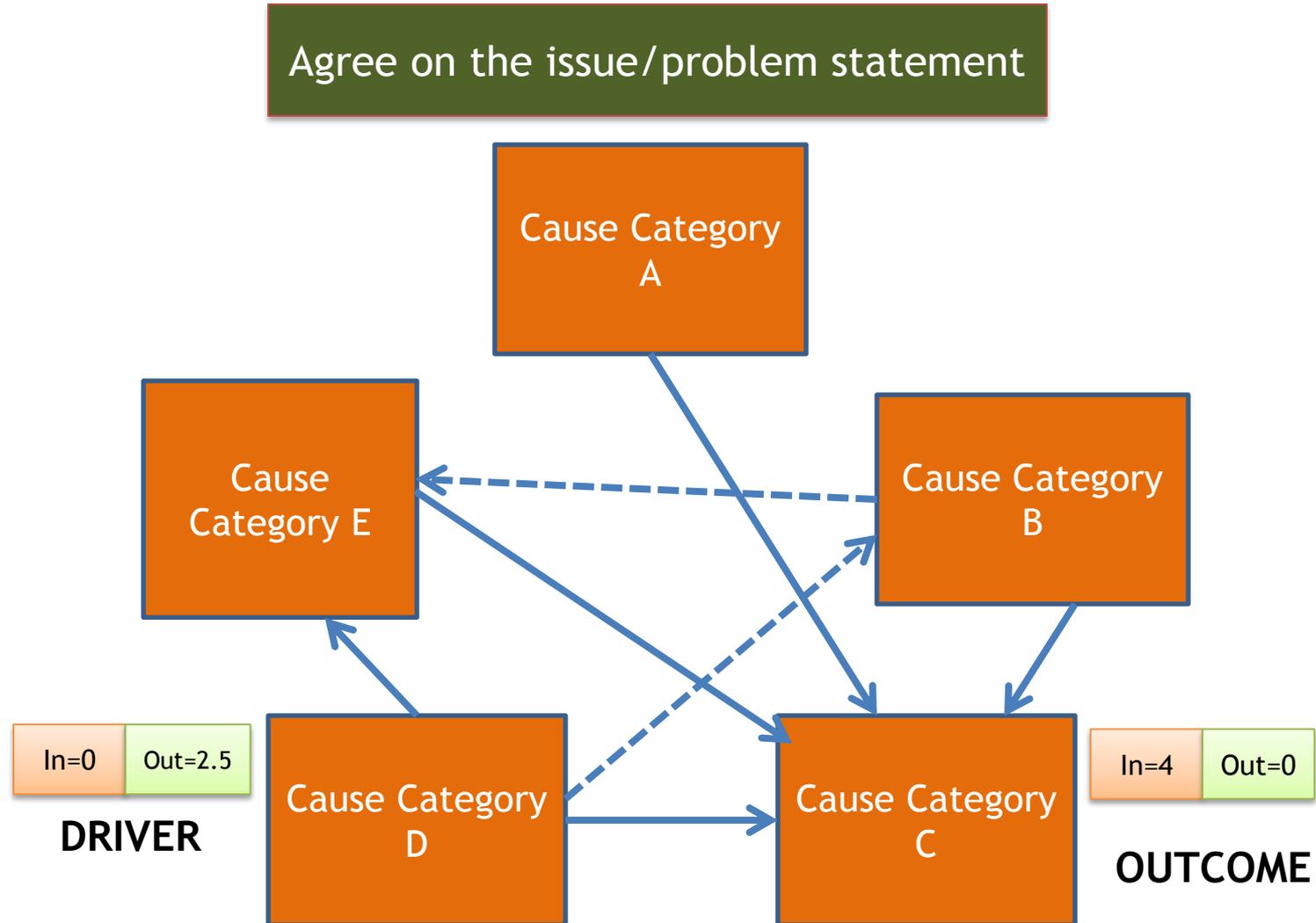


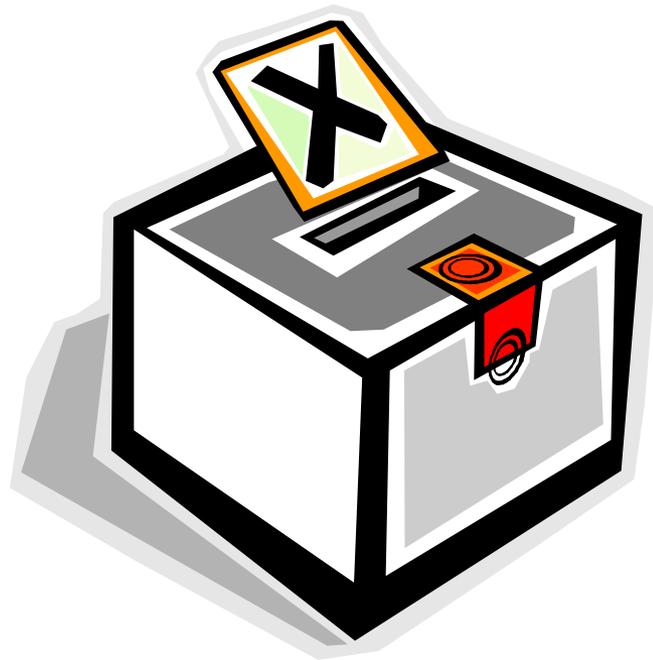
Affinitizing customer requirements

Resources

- Tague, N. R. (1995). *The quality toolbox*. Milwaukee, Wis.: ASQC Quality Press; pages 96-99.
- George, M. L. (2005). *The lean six sigma pocket toolbook: a quick reference guide to nearly 100 tools for improving process quality, speed, and complexity*. New York: McGraw-Hill; pages 27-31.
- Brassard, M., & Ritter, D. (2010). *The Memory Jogger™ Tools for Continuous Improvement and Effective Planning*. Methuen, Mass.: GOAL/QPC. Pages 333-365

Interrelationship Diagram





Public Health Performance Management Centers for Excellence

Interrelationship Diagram - What is it?

- Group analysis tool used to identify cause-and-effect relationships among several important issues.

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Interrelationship Diagram - What is it?

- Group analysis tool used to identify cause-and-effect relationships among several important issues.
- Helps distinguish between issues that are *key drivers* and those that are *key outcomes*.

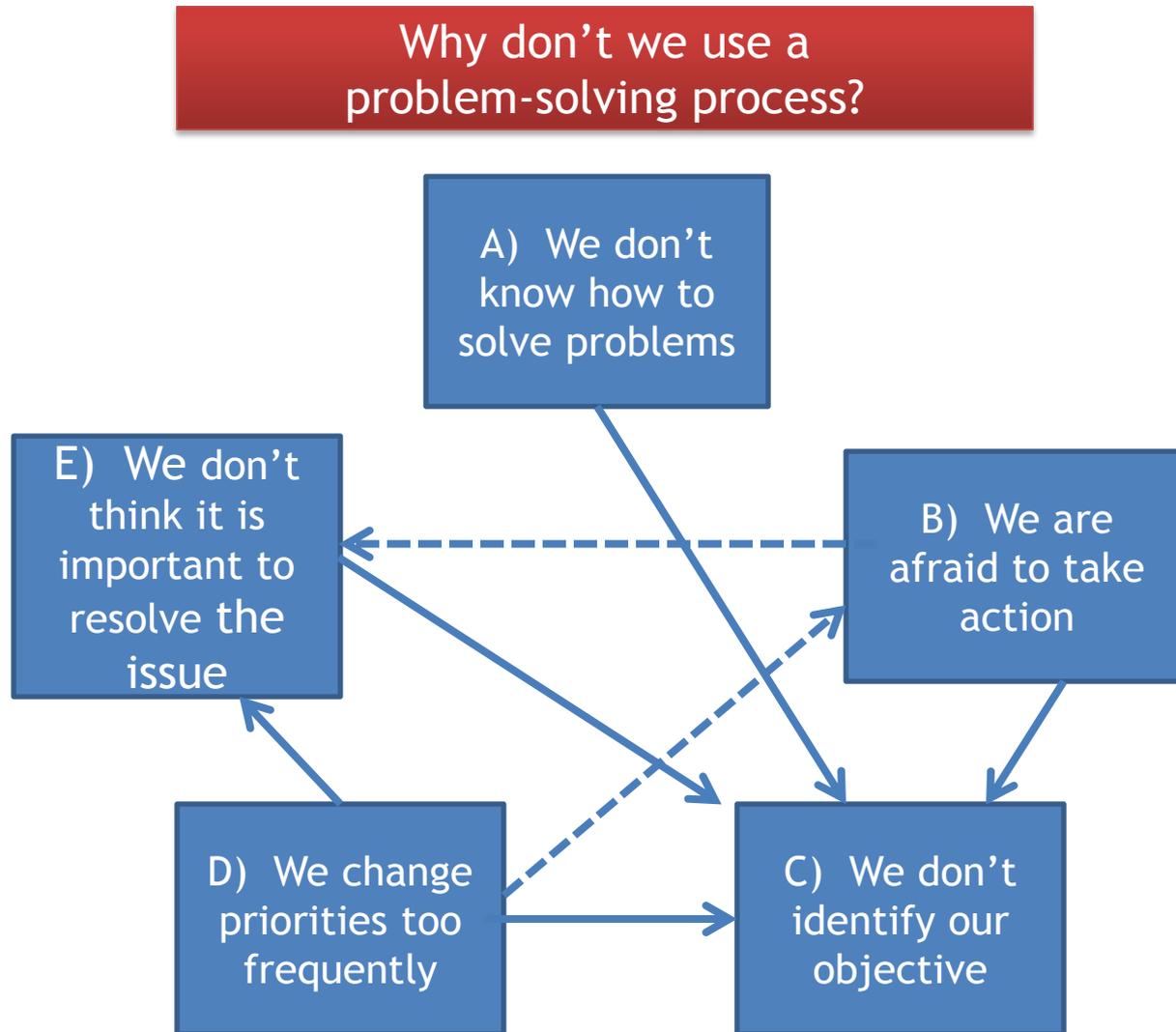
What does it do?

- Encourages team members to think in multiple directions rather than linearly
- Explores the cause and effect relationships among all issues, including the most controversial
- Allows key issues to emerge naturally rather than allowing the issues to be forced by a dominant or powerful team member
- Systematically surfaces the basic assumption and reasons for disagreements among team members
- Allows a team to identify root cause(s) even when credible data does not exist

To Create an Interrelationship Diagram

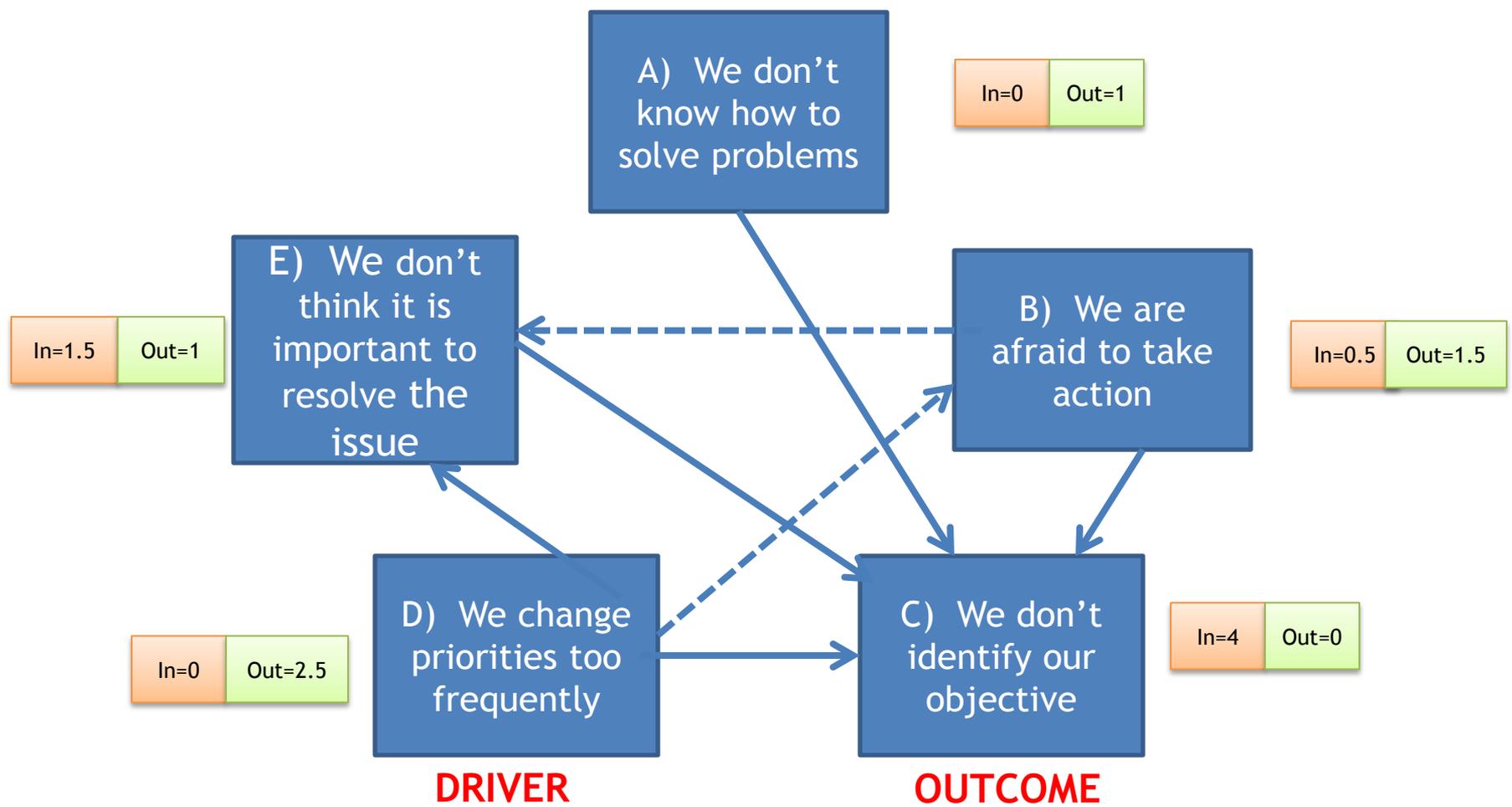
- ☑ Assemble the right team
- ☑ Develop the problem statement
- ☑ Identify issues related to the problem
- ☑ Create an affinity diagram
 - Arrange the issues in a circle
 - Identify cause-and-effect relationships
 - Draw arrows to indicate direction of influence
 - Tally influence arrows
 - Identify drivers (causes) and outcomes (effects)

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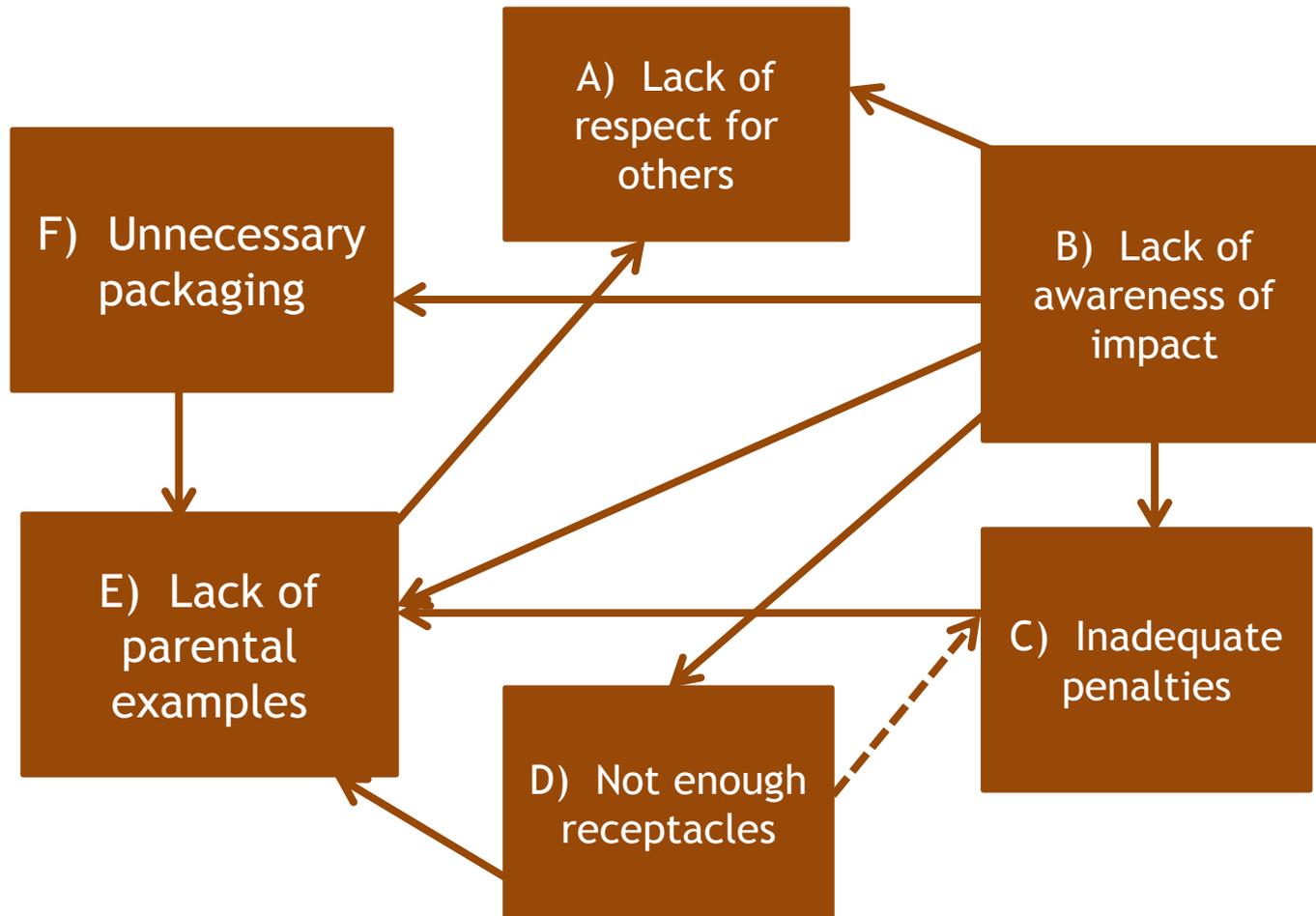
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Why don't we use a problem-solving process?



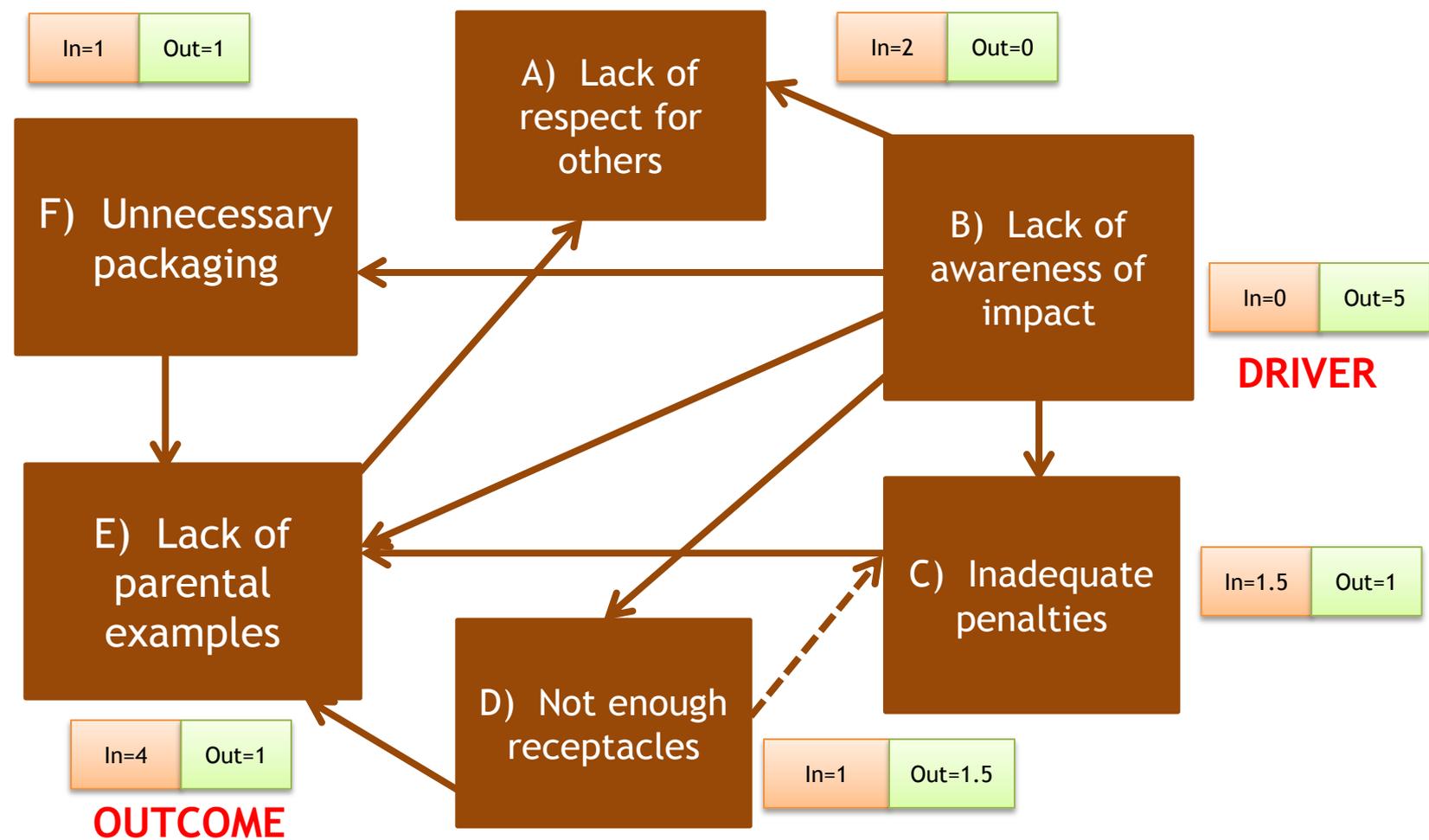
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What are the issues related to reducing litter?



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What are the issues related to reducing litter?



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Resources

- Brassard, M. (2007). The Public Health Memory Jogger II, pp. 76-84. Methuen, MA: Goal/QPC.
- ASQ Relationship Diagram, <http://asq.org/learn-about-quality/new-management-planning-tools/overview/relations-diagram.html>
- Minnesota Department of Health, Interrelationship Digraph, <http://www.health.state.mn.us/divs/opi/qi/toolbox/interrelationshipsipdigraph.html>
- Six Sigma Daily, Interrelationship Diagram, <http://www.sixsigmadaily.com/methodology/interrelationship-diagram>

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5 Minute Break

How to involve your community when it comes to data?



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Two examples from
the field:
Ranking method
Prioritization

Example 1

Using ranking method to
weigh data



Spokane County received a grant from CDC to evaluate sodium reduction in work environments who have a cafeteria and in restaurants.

Outcomes

1. Increase availability of lower sodium foods
2. Increase accessibility of lower sodium foods
3. Increase purchase of lower sodium food products
4. Reduce sodium intake

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1. Increase availability of lower sodium foods

Definition

Assessing the **use of lower sodium products** by evaluating the:

- frequency of selected variables and measuring baseline data.

Variables Measured

- (8) Use of lower sodium pre-made soup
- (12) Marinara sauce from lower sodium canned product
- (14) Marinades from a lower sodium package
- (17) Purchase of lower sodium canned vegetables
- (20) Prepare fries uncoated
- (22) Preparation of meats start unseasoned
- (25) Avoiding breading fish/poultry
- (26) Use lower sodium meat base
- (27) Lower sodium bacon
- (28) Lower sodium sausage
- (29) Lower sodium ham
- (30) Lower sodium deli meats
- (31) Vegetarian pizza
- (32) Lower sodium breads
- (40) Lower sodium potato chips
- (41) Lower sodium whole grain chips

Each item was assessed using a Likert Scale of 1 to 5.

1=Never (0%)

2=Rarely (25%)

3=Sometimes (50%)

4=Most of the time (75%)

5=All of the time (100%)

Indicator 1A-Use of lower sodium products.

	8	12	14	17	20	22	25	26	27	28	29	30	31	32	40	41	Total
8		1	5	5	.2	1	5	10	1	1	1	1	10	5	.2	1	47.4
12	1		5	10	1	1	1	5	1	1	1	1	1	5	10	5	49.0
14	.2	.2		5	1	.2	.2	1	1	1	1	1	1	5	5	5	27.8
17	.2	.1	.2		.1	.2	.1	.2	.2	.2	.2	.2	1	5	5	1	13.9
20	5	1	1	10		5	1	5	5	5	5	5	1	10	10	10	79.0
22	1	1	5	5	.2		1	5	5	5	5	5	5	5	5	5	58.2
25	.2	1	5	10	1	.2		5	5	5	5	5	5	10	10	10	77.4
26	.1	.2	1	5	.2	.2	.2		.2	.2	.2	.2	.2	.2	.2	.2	8.5
27	1	1	1	5	.2	.2	.2	5		1	1	1	.2	5	5	5	31.8
28	1	1	1	5	.2	.2	.2	5	1		1	1	5	5	10	10	46.6
29	1	1	1	5	.2	.2	.2	5	1	1		1	5	5	10	10	46.6
30	1	1	1	5	.2	.2	.2	5	1	1	1		5	10	10	10	51.6
31	.1	1	1	1	1	.2	.2	5	5	.2	.2	.2		1	5	5	26.1
32	.2	.2	.2	.2	.1	.2	.1	5	.2	.2	.2	.1	1		1	1	9.9
40	5	.1	.2	.2	.1	.2	.1	5	.2	.1	.1	.1	.2	1		1	13.6
41	1	.2	.2	1	.1	.2	.1	5	.2	.1	.1	.1	.2	1	1		10.5

Indicator 1A		
Variable Number	Score	Weight
20	79.0	0.13
25	77.4	0.13
22	58.2	0.10
30	51.6	0.09
12	49.0	0.08
8	47.4	0.08
28	46.6	0.08
29	46.6	0.08
27	31.8	0.05
14	27.8	0.05
31	26.1	0.04
17	13.9	0.02
40	13.6	0.02
41	10.5	0.02
32	9.9	0.02
26	8.5	0.01
Total	597.9	1.00

Indicator 1A			
Variable Number	Score	Weight	Total
8	1	0.08	0.08
12	1	0.08	0.08
14	1	0.05	0.05
17	1	0.02	0.02
20	1	0.13	0.13
22	3	0.10	0.30
25	3	0.13	0.39
26	1	0.01	0.01
27	1	0.05	0.05
28	3	0.08	0.24
29	1	0.08	0.08
30	1	0.09	0.09
31	5	0.04	0.20
32	1	0.02	0.02
40	1	0.02	0.02
41	5	0.02	0.10
Total Score			1.86

Example 2

Prioritization in a decision making
process through the use of
Quantitative and Qualitative Data



Spokane County received funding for an innovative project to address Maternal, Child, and Family Health.

Neighborhoods Matter



An Innovative Approach to Addressing
Maternal/Child/Family Health

Dilemma

- How to focus on which neighborhoods to work with?



Objectives

- Describe process for seeking community input to address Maternal Child Health issues on a community based level

Objectives

- Describe process for seeking community input to address Maternal Child Health issues on a community based level
- Identify key community partners to address MCH issues

Objectives

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- Understand how to implement interventions for priority indicators that were identified through a community health assessment

Objectives

- Describe Process for seeking community input to address MCH issues on a community based level
- Identify key community partners to address MCH issues
- Understand how to implement interventions for priority indicators that were identified through a community health assessment
- **Understand methodology for selecting neighborhood**

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How were they going to do this?



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Method

- Use quantitative assessment data to narrow down the number of neighborhoods

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Method

- Use quantitative assessment data to narrow down the number of neighborhoods
- Evaluate neighborhood assets

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Method

- Use quantitative assessment data to narrow down the number of neighborhoods
- Evaluate neighborhood assets
- **Evaluate Indicators for Demographic/Health Indicators**

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Method

- Use quantitative assessment data to narrow down the number of neighborhoods
- Evaluate neighborhood assets
- Evaluate Indicators for Demographic/Health Indicators
- Develop process and new calculations to incorporate qualitative data

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- Use quantitative assessment data to narrow down number of neighborhoods

Maternal Health

Demographics

Age groups
Race/Ethnicity
Insurance status
Medicaid
WIC
Education
Marital status
Single parent

Medical Risks

Maternal mortality
STD's
C-sections
Diabetes
Hypertension
Previous preterm births
Other previous poor pregnancy outcomes
Group B strep
Hepatitis B (mother and newborn)

Behavioral Risks

Smoking
Prenatal care
Folic acid
Pregnancy spacing
Intimate partner violence
Unintentional pregnancy
Child abuse
Immunization of infant

Birth Outcomes

Prenatal

Preterm births-LBW/VLBW
Congenital anomalies

Postnatal

Infant mortality
Singleton vs. Multiple
SIDS

Conditions Requiring Medical Attention

Any/none
Assisted ventilation needed
NICU admission
Seizure or serious neurologic dysfunction
Significant birth injury

NICU

Preterm birth
LBW/VLBW
Anomalies

Family Support After Birth

CAPA, WIC, First Steps



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Key Indicators

- Teen mothers
- Maternal smoking
- Unmarried mothers
- Births paid by Medicaid
- Late or no prenatal care
- Low birth weight
- Preterm births
- Short inter-pregnancy interval

Data Source: Birth Certificates

Neighborhoods	Teen Mothers	Maternal Smoking	Unmarried Mothers	Births Paid by Medicaid	Late or No Prenatal Care	Short Interpregnancy Interval	Low Birth Weight	Preterm Births	Total	Average Score	Ranking
Moran Prairie/Comstock	1	1	1	1	1	2	1	2	10	1.25	1
Newman Lake	1	1	1	1	1	3	1	1	10	1.25	1
5 Mile/Indian Trail	1	1	1	1	1	2	2	3	12	1.50	3
Lincoln Heights	1	1	1	1	2	3	2	2	13	1.63	4
Otis Orchard/Liberty Lake	1	1	1	1	1	3	2	3	13	1.63	4
South Palouse	1	1	1	1	1	3	2	3	13	1.63	4
9 Mile/Colbert	2	2	2	1	1	2	2	2	14	1.75	7
Opportunity	2	2	2	2	2	3	1	1	15	1.88	8
Shadle Park	2	2	2	2	2	2	1	2	15	1.88	8
West Plains	2	2	1	1	2	2	2	3	15	1.88	8
Manito Park	1	2	2	1	2	2	3	3	16	2.00	11
North Hill	2	2	3	2	2	2	1	2	16	2.00	11
Upriver	2	2	2	2	1	3	1	3	16	2.00	11
Cannon Hill	2	2	2	2	1	2	3	3	17	2.13	14
Cheney/Medical Lake	2	2	2	2	2	3	2	2	17	2.13	14
Mead/Green Bluff/Mt. Spokane	2	2	2	2	2	3	2	2	17	2.13	14
Sunset	2	3	3	2	1	1	3	2	17	2.13	14
University	3	2	2	2	2	2	2	2	17	2.13	14
East Valley	3	3	2	2	1	2	2	3	18	2.25	19
Chattaroy/Deer Park	3	3	2	3	2	4	1	1	19	2.38	20
Lincoln Park	1	2	2	2	2	2	4	4	19	2.38	20
Spokane County Score									731	2.40	
Shilo Hills	4	3	3	3	2	2	1	2	20	2.50	22
West Valley	3	3	3	3	2	2	2	2	20	2.50	22
Edgecliff	3	3	3	3	3	2	2	2	21	2.63	24
Millwood	3	3	3	3	2	3	2	2	21	2.63	24
East Central	3	3	3	3	3	2	3	2	22	2.75	26
Gonzaga University	2	3	3	3	4	4	2	1	22	2.75	26
Nevada/Lidgerwood	3	4	3	3	3	2	2	2	22	2.75	26
Emerson/Garfield	4	4	3	3	2	2	3	3	24	3.00	29
Latah/Comstock	2	3	3	3	1	4	4	4	24	3.00	29
Hillyard	3	4	3	4	3	2	3	3	25	3.13	31
Browne's Addition	4	4	4	4	3	1	3	3	26	3.25	32
Logan	4	4	4	4	2	2	3	3	26	3.25	32
Spokane Falls	4	4	4	3	4	1	4	2	26	3.25	32
Chief Garry Park	4	4	4	4	2	2	3	4	27	3.38	35
West Central	4	4	4	4	3	2	3	4	28	3.50	36
East Sprague	4	4	4	4	3	4	3	3	29	3.63	37
Riverside	4	4	4	4	4	1	4	4	29	3.63	37
Spokane County Total	95	100	95	92	78	89	87	95	1462	2.40	
County Mean Score	2.50	2.63	2.50	2.42	2.05	2.34	2.29	2.50			
County Median Score	2	2	2	2	2	2	2	2			
	=<25% Percentile	Very Good	High								
	26%-50% Percentile	Good									
	51%-75% Percentile	Poor									
	76%-100% Percentile	Very Poor	Low								
	Spokane County Score (average)										

Public Health Performance Management Centers for Excellence

- Evaluate neighborhood assets

Desired Neighborhood Assets

- Community centers
- Organizations
- Citizens engaged in community
- Social service agencies (i.e. SNAP, food banks, etc.)
- Neighborhood Council
- Clinics
- Other projects going on in the neighborhood
- Schools
- Transportation
- Community Oriented Policing (COP) Shops

Neighborhoods	Teen Mothers	Maternal Smoking	Unmarried Mothers	Births Paid by Medicaid	Late or No Prenatal Care	Short Interpregnancy Interval	Low Birth Weight	Preterm Births	Total	Average Score	Ranking
Moran Prairie/Comstock	1	1	1	1	1	2	1	2	10	1.25	1
Newman Lake	1	1	1	1	1	3	1	1	10	1.25	1
5 Mile/Indian Trail	1	1	1	1	1	2	2	3	12	1.50	3
Lincoln Heights	1	1	1	1	2	3	2	2	13	1.63	4
Otis Orchard/Liberty Lake	1	1	1	1	1	3	2	3	13	1.63	4
South Palouse	1	1	1	1	1	3	2	3	13	1.63	4
9 Mile/Colbert	2	2	2	1	1	2	2	2	14	1.75	7
Opportunity	2	2	2	2	2	3	1	1	15	1.88	8
Shadle Park	2	2	2	2	2	2	1	2	15	1.88	8
West Plains	2	2	1	1	2	2	2	3	15	1.88	8
Manito Park	1	2	2	1	2	2	3	3	16	2.00	11
North Hill	2	2	3	2	2	2	1	2	16	2.00	11
Upriver	2	2	2	2	1	3	1	3	16	2.00	11
Cannon Hill	2	2	2	2	1	2	3	3	17	2.13	14
Cheney/Medical Lake	2	2	2	2	2	3	2	2	17	2.13	14
Mead/Green Bluff/Mt. Spokane	2	2	2	2	2	3	2	2	17	2.13	14
Sunset	2	3	3	2	1	1	3	2	17	2.13	14
University	3	2	2	2	2	2	2	2	17	2.13	14
East Valley	3	3	2	2	1	2	2	3	18	2.25	19
Chattaroy/Deer Park	3	3	2	3	2	4	1	1	19	2.38	20
Lincoln Park	1	2	2	2	2	2	4	4	19	2.38	20
Spokane County Score									731	2.40	
Shilo Hills	4	3	3	3	2	2	1	2	20	2.50	22
West Valley	3	3	3	3	2	2	2	2	20	2.50	22
Edgediff	3	3	3	3	3	2	2	2	21	2.63	24
Millwood	3	3	3	3	2	3	2	2	21	2.63	24
East Central	3	3	3	3	3	2	3	2	22	2.75	26
Gonzaga University	2	3	3	3	4	4	2	1	22	2.75	26
Nevada/Lidgerwood	3	4	3	3	3	2	2	2	22	2.75	26
Emerson/Garfield	4	4	3	3	2	2	3	3	24	3.00	29
Latah/Comstock	2	3	3	3	1	4	4	4	24	3.00	29
Hillyard	3	4	3	4	3	2	3	3	25	3.13	31
Browne's Addition	4	4	4	4	3	1	3	3	26	3.25	32
Logan	4	4	4	4	2	2	3	3	26	3.25	32
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West Central	4	4	4	4	3	2	3	4	28	3.50	36
East Sprague	4	4	4	4	3	4	3	3	29	3.63	37
Riverside	4	4	4	4	4	1	4	4	29	3.63	37
Spokane County Total	95	100	95	92	78	89	87	95	1462	2.40	
County Mean Score	2.50	2.63	2.50	2.42	2.05	2.34	2.29	2.50			
County Median Score	2	2	2	2	2	2	2	2			
	=<25% Percentile	Very Good	High								
	26%-50% Percentile	Good									
	51%-75% Percentile	Poor									
	76%-100% Percentile	Very Poor	Low								

Public Health Performance Management Centers for Excellence

- Evaluate Indicators for Demographic/Health Indicators

Indicators For Demographics/Health Factors - 40% Quantitative

Factor 1
Demographics - 5%
(x_1)



- Age 0-4
 - Age 15-34
 - Race/Ethnicity
 - Single parents
- Each indicator weighed at 25% of total demographic score
- Data Sources: OFM Washington State population statistics, City-Data.com Zip Code Profiles

Factor 2
Poverty - 10%
(x_2)



- Education
 - Food stamps
 - Free/Reduced lunches
- Each indicator weighed at 33.3% of total poverty score
- Data Sources: Behavioral Risk Factor Surveillance System (BRFSS), Washington State Department of Social and Health Services (DSHS), Washington State Office of Superintendent of Public Instruction (OSPI)

Factor 3
Health - 10%
(x_3)



- Life expectancy
 - Mortality rate
 - STD's
 - Chronic diseases
 - Asthma
 - Diabetes
 - Obesity
- Life expectancy and mortality weighed at 15%, STD's and chronic diseases weighed at 35% of total health score. Diseases weighed at 33.3% of chronic disease score
- Data Sources: Center for Health Statistics, Death Certificates, SRHD CD Epidemiology, BRFSS

Factor 4
Maternal/Infant - 15%
(x_4)



- Teen mothers
 - Maternal smoking
 - Unmarried mothers
 - Medicaid
 - Late/No prenatal
 - Short IPI
 - Low birth weight
 - Pre-term birth
- Each indicator weighed at 12.5% of total maternal/infant health score
- Data Source: Birth Certificates

Calculations

- Factors 1 through 4 (Demographic/Health Factors) neighborhoods are compared to one another
- Neighborhood given a 1, 2 or 3 depending on data
- Highest need neighborhood receives a score of 3, lowest need neighborhood receives a score of 1

Scoring for Indicators - Quantitative

Indicator	Weight	West Central	East Central	Hillyard
Population <=4	.250	1	3	2
Population 15-34	.250	3	2	1
Race/Ethnicity data	.250	2	3	1
Single parent	.250	1	2	3
Education	.333	2	1	3
Food Stamps	.333	3	1	2
Free/Reduced lunches	.333	3	1	2
Life expectancy	.150	2	3	1
Mortality rate	.150	2	3	1
STD Rate	.350	3	2	1
Chronic Diseases	.350			
Asthma	.333	1	3	2
Diabetes	.333	1	2	3
Obesity	.333	3	2	1
Teen mothers	.125	3	2	1
Maternal smoking	.125	3	1	2
Unmarried mothers	.125	3	1	2
Medicaid	.125	3	2	1
Late/No prenatal care	.125	3	1	2
Short IPI	.125	3	2	1
Low birth weight	.125	3	2	1
Preterm birth	.125	3	1	1

Scoring for Indicators -Quantitative

Factor	Weight of Factor	Indicator Score	x 100	Final Score
Demographics (X_1)	.050	2.50	100	12.5
Poverty (X_2)	.100	.990	100	9.90
Health (X_3)	.100	2.41	100	24.1
Maternal/Infant Health (X_4)	.150	1.5	100	22.5

Public Health Performance Management Centers for Excellence

- Develop process and new calculations to incorporate qualitative data

Factors

Demographics/Health Factors

(Quantitative)

40% of Overall Score

- Demographic Factors - 5%
- Poverty Factors - 10%
- Health Factors - 10%
- Maternal/Infant Factors - 15%



Factors

Demographics/Health Factors

(Quantitative)

40% of Overall Score

- Demographic Factors - 5%
- Poverty Factors - 10%
- Health Factors - 10%
- Maternal/Infant Factors - 15%

Neighborhood/Application Factors

(Qualitative)

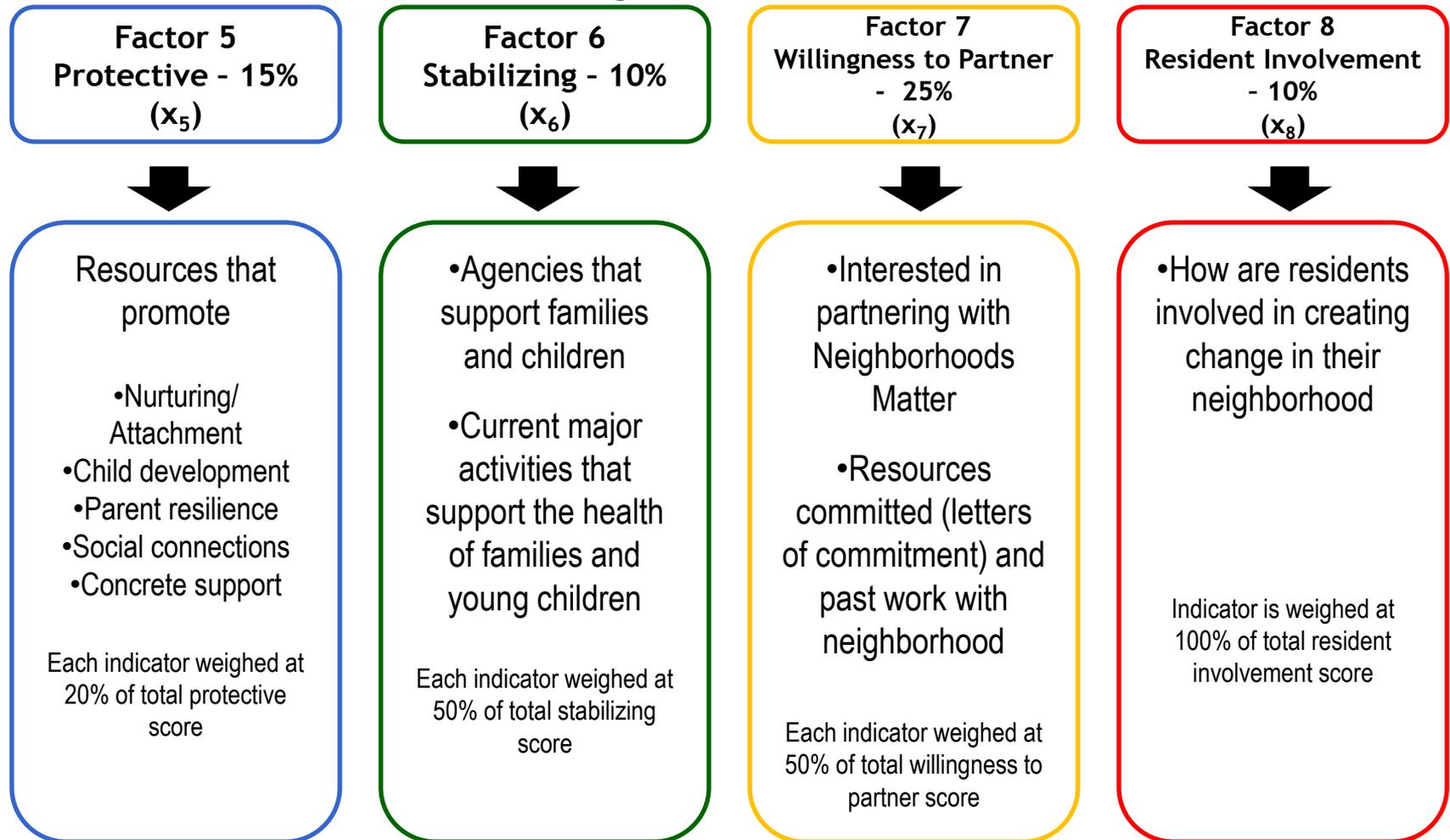
60% of Overall Score

- Protective Factors - 15%
- Stabilizing Factors - 10%
- Willingness to Partner Factor - 25%
- Resident Involvement Factor - 10%



Factors For Neighborhood/Application Factors - 60%

Qualitative



Application Process

- Was submitted to 3 neighborhoods
- Only one application received from each neighborhood
- Gives the neighborhood the opportunity to express interest in working with SRHD
- Key individuals and organizations within each neighborhood received the application
- Residents of neighborhood and organizations were encouraged to work together on submitting application
- Application will be reviewed by Advisory Board members

Questions on the Request for Information and Intent Application (RFII)

- Why is your neighborhood interested in partnering on Neighborhoods Matter? **(Factor 7)**
- What agencies are present in the neighborhood to provide support and stabilization (for example churches, youth programs, social services, mental health services, etc.) for families and young children? **(Factor 6)**
- Describe the current major activities taking place in the neighborhood that support the health of families and young children. For each activity please describe its purpose, who is involved, how long has the effort been underway, what are the outcomes thus far for these efforts? **(Factor 6)**
- Describe the protective factors that are present in your neighborhood. (see next page for description of protective factors) **(Factor 5)**
- How are neighborhood residents involved in creating positive change in your neighborhood? What are they working on? **(Factor 8)**
- Each application should provide 3-5 letters of commitment from neighborhood organizations, agencies, and residents willing to partner with Neighborhoods Matter **(Factor 7)**

Calculations

- Factors 5 through 7
(Community/Application Factors)
neighborhoods are compared to one another
- Neighborhood given a 1, 2 or 3
depending on Advisory Board members
rating
- Neighborhood with best answer receives
a score of 3, least best answer receives a
score of 1

Calculations

- Factor 8, neighborhoods are not compared and could receive a score of 1, 2, 3, or 4
 - 4 - Resident driven
 - 3 - Residents involved
 - 2 - Residents consulted
 - 1 - No resident involvement

Factors 5 through 8 are the averages of the scores from 7
Advisory Board Members

Factor 8 converted from 4 point scale to 3 point scale

All factors multiplied by 100

Add $X_1 + X_2 + X_3 + X_4 + X_5 + X_6 + X_7 + X_8 =$ Overall score



Scoring for Indicators - Qualitative

Factor	Indicator	1	2	3	4	5	6	7	Total	Divide by 7	X Weight	Total Score	x 100	Convert 4 to 3	Final Score
Factor 5	Nurturing and attachment	3	3	1	3	3	3	3	19	2.71	.20	0.54			
	Child development	3	3	3	3	3	3	3	21	3.00	.20	0.60			
	Parent resilience	3	3	3	3	3	3	3	21	3.00	.20	0.60			
	Social connections	3	3	3	3	3	3	3	21	3.00	.20	0.60			
	Concrete supports	3	3	3	3	3	3	3	21	3.00	.20	0.60			
Total for Factor 5 (X ₅)											0.15	2.94	100	-	44.14
Factor 6	Agencies in neighborhood	2	2	2	2	1	2	2	13	1.86	0.50	0.93			
	Major activities	3	3	3	2	3	2	3	19	2.71	0.50	1.36			
	Total for Factor 6 (X ₆)											0.10	2.29	100	-
Factor 7	Partnering with NM	2	3	2	1	2	3	2	15	2.14	0.50	1.07			
	Letters of commitment	2	2	2	1	3	2	2	14	2.00	0.50	1.00			
	Total for Factor 7 (X ₇)											0.25	2.07	100	-
Factor 8	Residents involvement	4	1	4	2	4	3	3	21	3.00	1.00	3.00			
	Total for Factor 8 (X ₈)											0.10	3.00	100	.75

Scoring

Factor	West Central	East Central	Hillyard
Factor 1 (Demographics)	8.8	12.5	8.8
Factor 2 (Poverty)	26.4	9.9	23.1
Factor 3 (Health)	22.3	24.1	13.4
Factor 4 (Maternal/Infant Health)	45.0	22.5	20.6
Factor 5 (Protective)	18.4	44.1	27.4
Factor 6 (Stabilizing)	17.8	22.9	19.3
Factor 7 (Willingness to partner)	46.4	51.8	50
Factor 8 (Resident involvement)	22.5	22.5	26.8
Total	207.6	210.3	198.3

Resource

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Spokane Regional Health District | www.srhd.org

Public Health Performance Management Centers for Excellence

THANKS FOR YOUR PARTICIPATION

Please complete the evaluation you get in email.

Join us for our final Web training

July 16, 2014

The Role of Evaluation in the
Performance Management
System

10 - Noon

What questions do you have?

