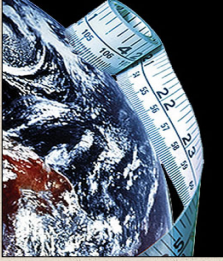


Environmental Health Policy & Practice

Lesson 20.
Performance Measures
9 May 2012

Chuck Treser
University of Washington
Dept. of Environmental & Occupational Health Sciences



ENV H 473: Lesson 20 2

Announcements



❖ **Film Screening:**
This Is What Democracy Looks Like

- Thursday, May 10th at 5:30pm
- 260 Savery Hall
- provides a first-hand look at the WTO protests in Seattle in 1999

ENV H 311: Lesson 20 3

Announcements

❖ **DEOHS Seminar:**

- *Mouse Models to Study the Genetic Susceptibility to Inhaled Environmental and Occupational Pollutants*
- **Terry Gordon, PhD**
Professor, Dept. of Environmental Health
New York University Medical Center
- **Thursday, 10 May 2012**
12:30 - 1:20 p.m.
Room T-435, Health Sciences Center

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Performance Indicators

- ❖ How do we know when we are operating and effective and efficient program?
 - > What does it mean to be **effective**?
 - > What does it mean to be **efficient**?
 - > What does it matter?
 - > To whom does it matter?

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Performance Indicators

- ❖ What is a performance indicator?
 - > A tool for identifying and communicating the status of your system's performance.
 - > It answers the question: "How am I doing?"

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The SMART formula

- ❖ **Specific**
 - > One action verb?
- ❖ **Measurable**
 - > Was it accomplished?
- ❖ **Acceptable**
 - > Are people committed to it?
- ❖ **Realistic**
 - > Is it politically feasible?
 - > Are there resources?
- ❖ **Time Bound**
 - > When will it be accomplished?

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Example

“By December 31, train all Environmental Health services staff on how to conduct community environmental health assessments”

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Specific

*“By December 31, **train** all Environmental Health services staff on how to conduct community environmental health assessments”*

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Measurable

*“By December 31, **train all Environmental Health services staff** on how to conduct community environmental health assessments”*

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Acceptable

“By December 31, train all Environmental Health services staff on how to conduct community environmental health assessments”

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Realistic

“By December 31, train all Environmental Health services staff on how to conduct community environmental health assessments”

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Time Bound

“By December 31, train all Environmental Health services staff on how to conduct community environmental health assessments”

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A Real Example

- ❖ **WNV and the Essential Services in Washington State**
 - **Monitor health status**
 - ✓ Perform mosquito trapping by 12/03
 - **Diagnose & investigate**
 - ✓ Develop case report forms and protocols by 6/03
 - **Inform, educate, & empower**
 - ✓ Develop WNV webpage by 6/03
 - **Mobilize partnerships**
 - ✓ Develop agreement w/ US Army to perfect lab tests by 12/ 03
 - **Develop policies & plans**
 - ✓ Develop a statewide response plan by 6/04

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WNV Example *Continued*

- **Enforce rules**
 - ✓ Review adequacy of pesticide laws by 3/03
- **Link people to needed services**
 - ✓ Hire a PH veterinarian by 12/03
- **Assure competent personnel**
 - ✓ Provide enhanced vector control training by 6/04
- **Evaluate effectiveness**
 - ✓ Appoint interagency oversight group by 12/03
- **Conduct research**
 - ✓ Review activities of other states by 6/03

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Another Real Example

- ❖ **Food Safety and Essential Services in Oregon**
 - **Monitor health status**
 - ✓ Develop a system to receive illness reports (6/02)
 - **Diagnose & investigate**
 - ✓ Develop a process for timely investigations (5/02)
 - **Inform, educate, & empower**
 - ✓ Appoint a Food safety advisory committee (12/02)
 - **Mobilize partnerships**
 - ✓ Develop a Process to identify stakeholders (6/02)
 - **Develop policies & plans**
 - ✓ Prioritize and rank food safety issues (6/02)


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Food Safety Example *Continued*

- **Enforce rules**
 - ✓ Assure consistency of regulatory actions (12/02)
- **Link people to needed services**
 - ✓ Develop an up-to-date referral directory (9/02)
- **Assure competent personnel**
 - ✓ Develop an on-going training plan (12/02)
- **Evaluate effectiveness**
 - ✓ Put a quality improvement plan into place (9/02)
- **Conduct research**
 - ✓ Conduct research projects through grants or partners (6/03)

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Questions



ENV H 473: Lesson 20 24

Next Lesson

Core Competencies & Essential Services

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