

PERFORMANCE MANAGEMENT MEETING

Health Department: 5.20.14

EXHIBIT 1: Health Service Request Volume – Month to Month Trend

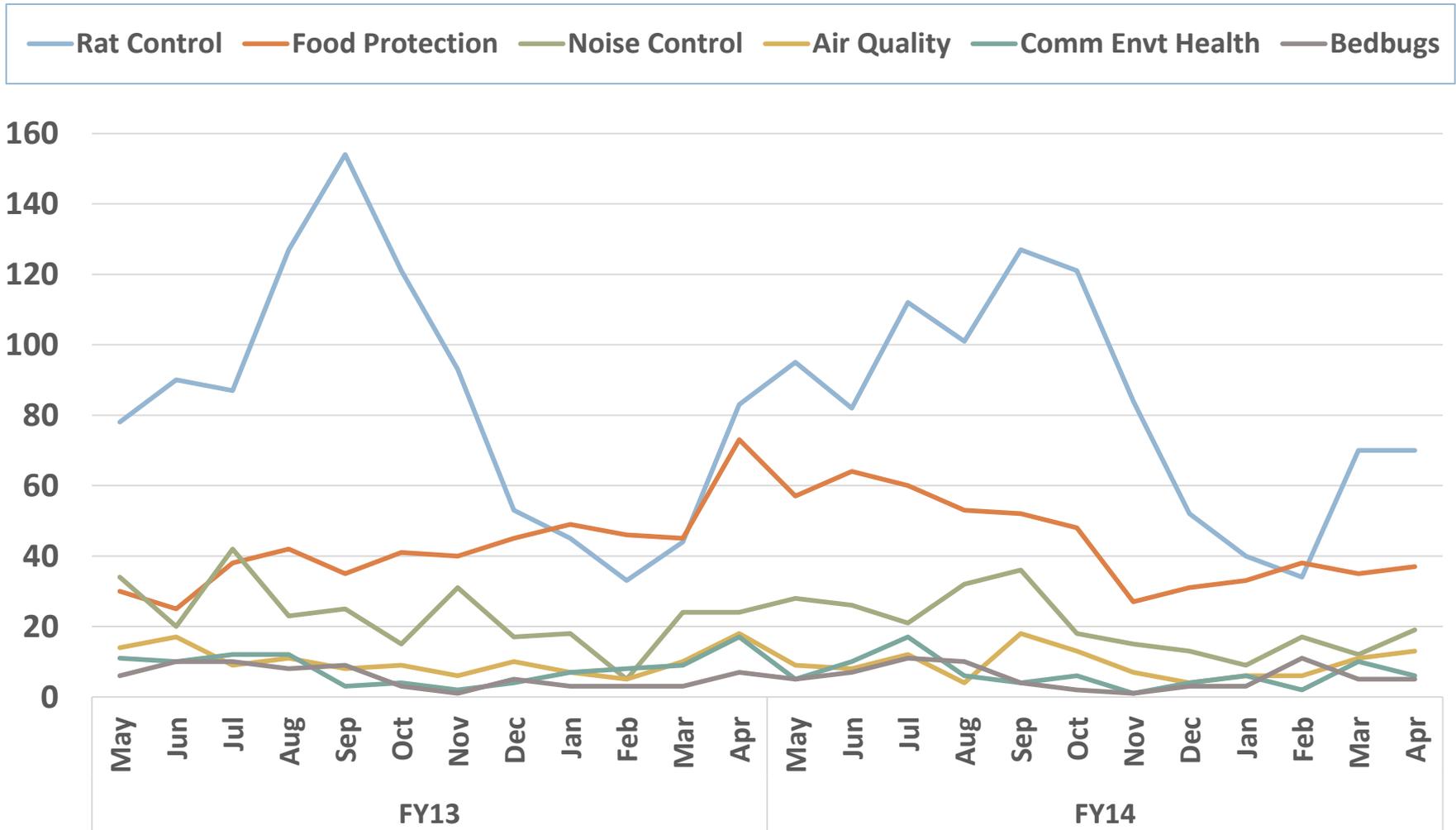


EXHIBIT 2: 311 Matrix for Health Requests: FY2014 May-Dec

FY14 FY13

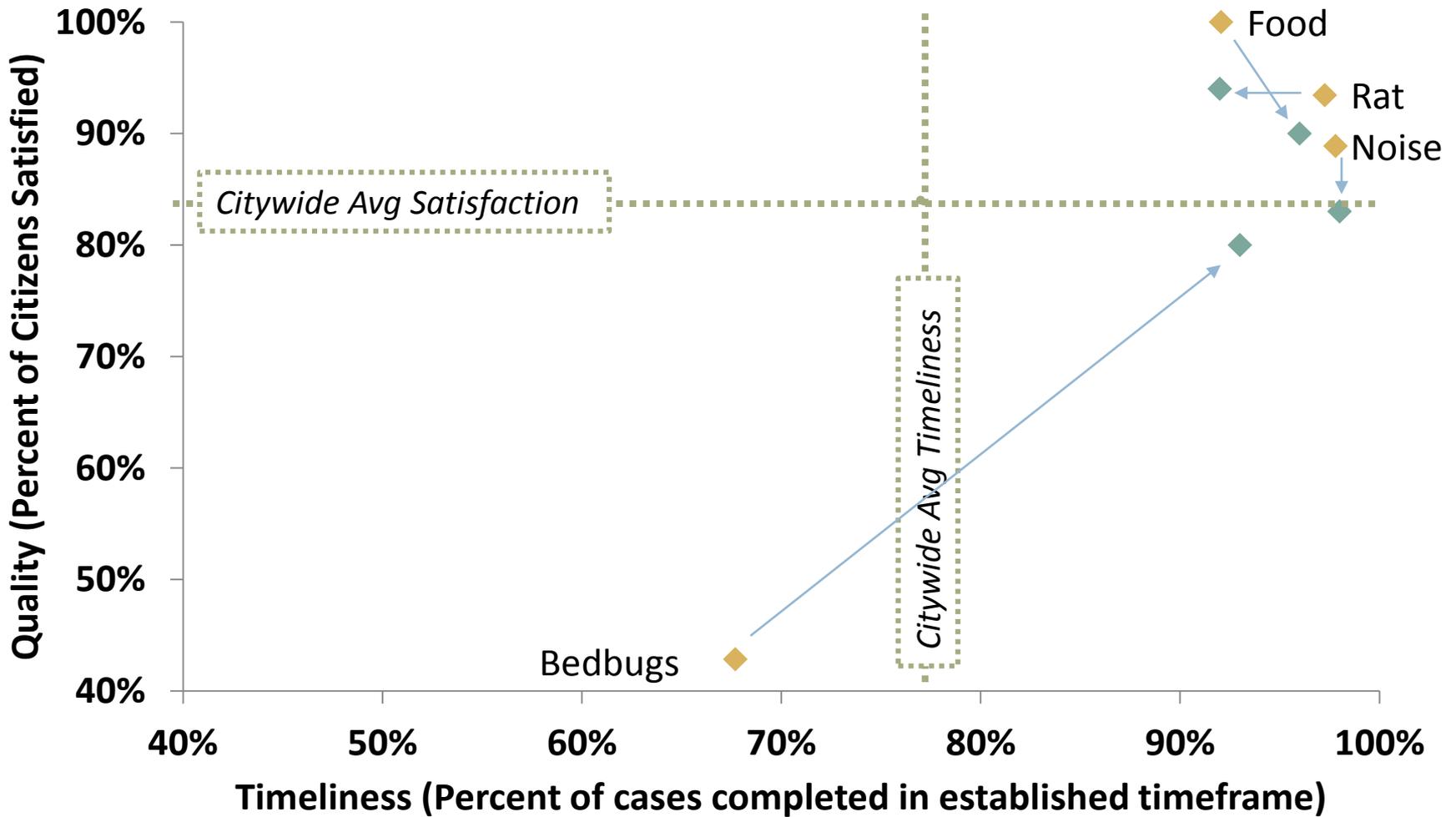
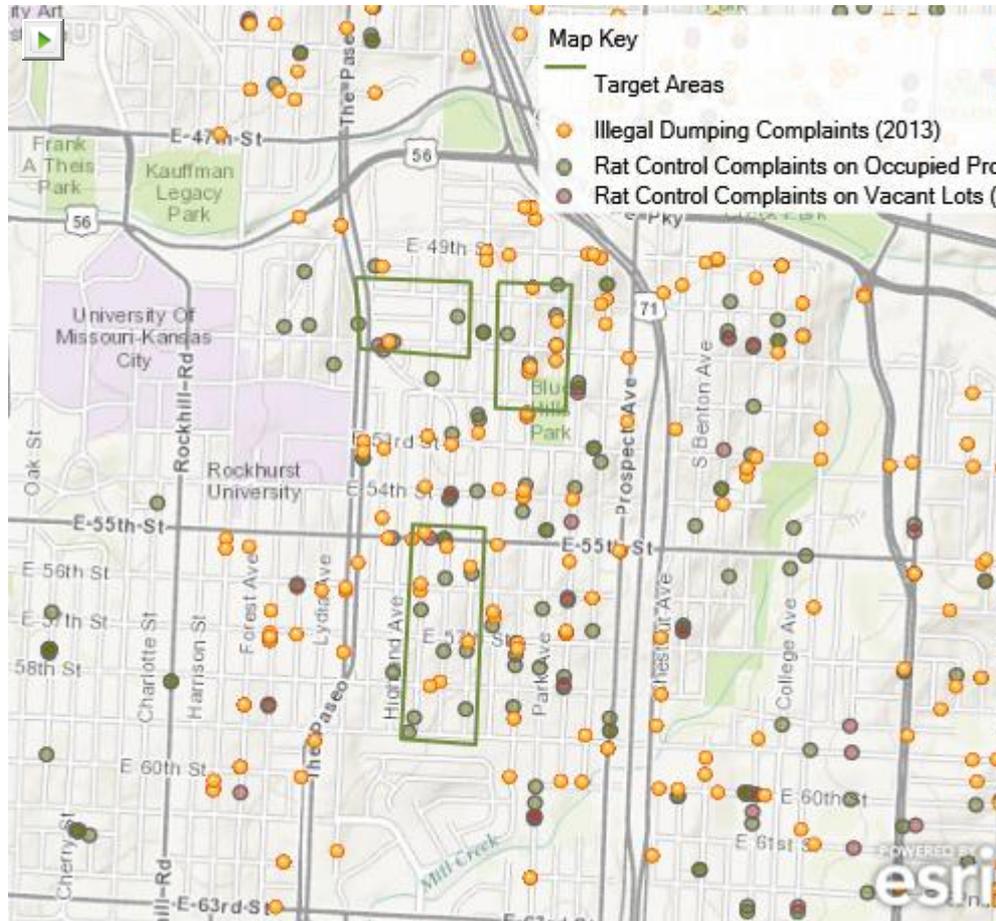


EXHIBIT 3: Rat Control Performance Indicators

Indicator	FY2012 Actual	FY2013 Actual	FY2014 Target	FY2014 Q4
Percent of citizens satisfied with quality of service (Rodent)	92.4%	95.7%	89.0%	91.7%
Percent of rat control retreatments w/in 60 days	1.6%	1.66%	3%	1.1%
Initial bait treatments through Rat Control program	739	1,132	n/d	1,041 (FY)

EXHIBIT 4: Rat Control Pilot



Your trash is a rat's dinner.

Protect your home and neighborhood:

- Keep pet food indoors
- Report illegal dumping by calling 311
- Keep weeds cut and brush trimmed
- Pick up dog waste
- Look for burrows next to buildings, under sidewalks and trees

If you spot a rat or burrow, call the Rat Control Program at 816-513-6010 or 311.

For more information on keeping your community clean, visit kcmo.gov and type "neighborhood cleanup assistance programs" in the online search bar.

Reclaim your neighborhood and send the rats packing.

EXHIBIT 5: Food Protection Performance Indicators

Indicator	FY2012 Actual	FY2013 Actual	FY2014 Target	FY2014 Q4
Percent of routine performed food inspections not requiring re-inspection	80%	69.60%	75%	67.8%
Number of food handlers trained	n/d	8,580	6,800	7,622 (FY)
Percent of food handlers satisfied with training	n/d	99.30%	90%	100%
Number of routine food inspections performed	5,601	5,433	5,900	5,660 (FY)

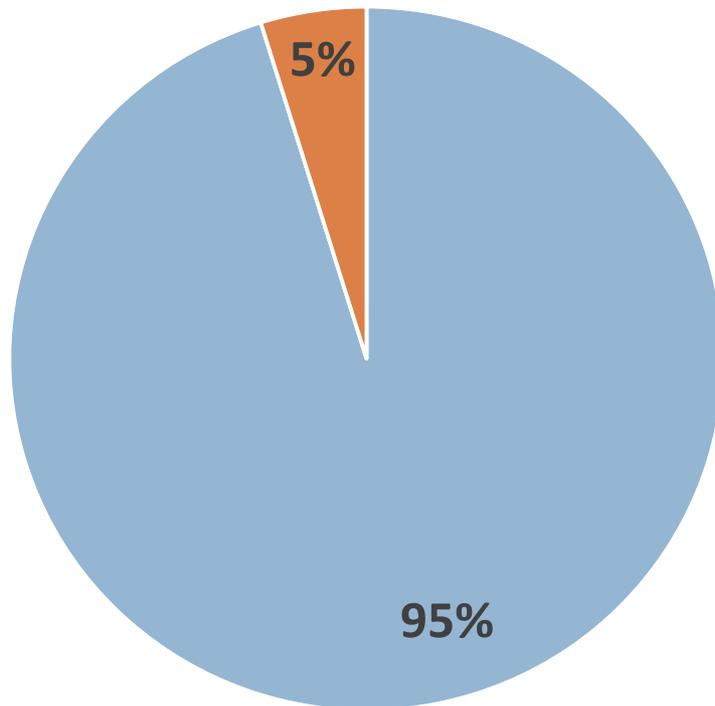
EXHIBIT 5A: Food Protection Media Clip



<http://mms.tveyes.com/Transcript.asp?StationID=2110&DateTime=5%2F19%2F2014+4%3A01%3A08+PM&Term=Health+Department&PlayClip=TRUE>

EXHIBIT 6: Food Establishment Survey, Overall Satisfaction (2013)

Were you satisfied with your inspection?



Did the inspection feedback positively affect your food safety practices?

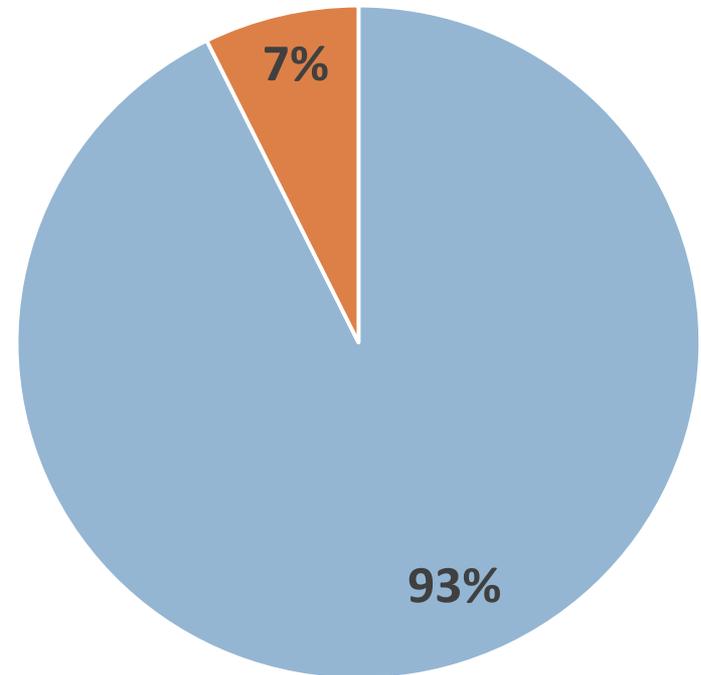


EXHIBIT 7: Food Establishment Survey, 2011/2013 Comparison

Significant improvements in inspection introduction

At the beginning of visit:	2011	2013
Permittee was present	89%	94%
Inspector introduced himself/herself	95%	99%
Inspector showed ID	84%	94%
Reason for visit explained	88%	96%

Significant improvements in inspection process

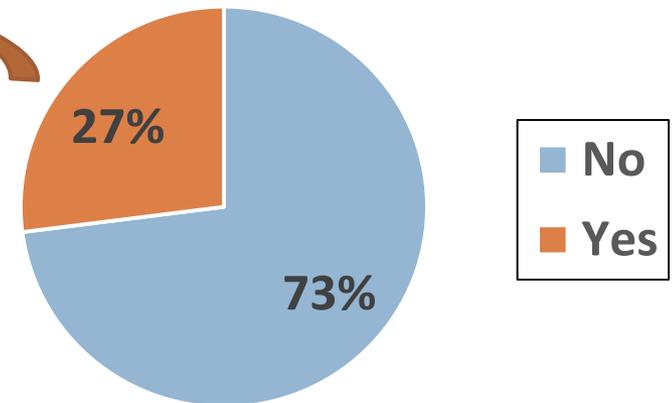
Inspector:	2011	2013
Offered suggestions to correct violations	88%	92%
Allowed time for questions	93%	97%
Discussed findings	93%	96%
Provided copy of report	92%	99%

Significant improvements in inspector quality

Inspector was above average on:	2011	2013
Professionalism	91%	96%
Advice given	88%	93%
Overall customer service	89%	94%

EXHIBIT 8: Food Establishment Survey, Establishments Re-Inspected (2013)

Was there a re-inspection assigned in result to this routine inspection?



Less likely to agree that:

- The inspector answered questions effectively
- The inspector showed concern and was willing to assist

Less likely to give an excellent or good rating to the inspector on:

- Courteousness
- Knowledge
- Advice given
- Good customer service

More likely to say that:

- They were not given the opportunity to correct violations at the time of inspection
- There were violations that they disagreed with
- They were not satisfied with their inspection

No significant differences on:

- Info provided on violations
- Suggestions to correct violations
- Time for questions
- Discussion of findings
- Consistency of inspection findings
- Inspector's professionalism

EXHIBIT 9: Safety Net Provider Performance Indicators

PERFORMANCE INDICATORS FOR HEALTH CARE PROVIDERS	FY2014		FY2015
	TARGET	ACTUAL	TARGET
Patient Visits Provided by Health Centers	67,000	34,935	67,000
Unduplicated patients served by Health Centers	29,000	17,583	29,000
Percent of health center monthly reports on time	60%	90% (Q4)	?
Payments w/in 12 days of report receipt to Health Centers	95%	100% (Q4)	?
Patient visits provided by Hospitals	106,000	100,648	106,000
Unduplicated patients served by Hospitals	22,000	23,611	22,000
Percent of hospital monthly reports on time	60%	75% (Q4)	60%
Payments made w/in 12 days of report receipt to Hospitals	95%	100% (Q4)	95%

EXHIBIT 10: Health Citizen Survey Results – FY14 compared to FY13

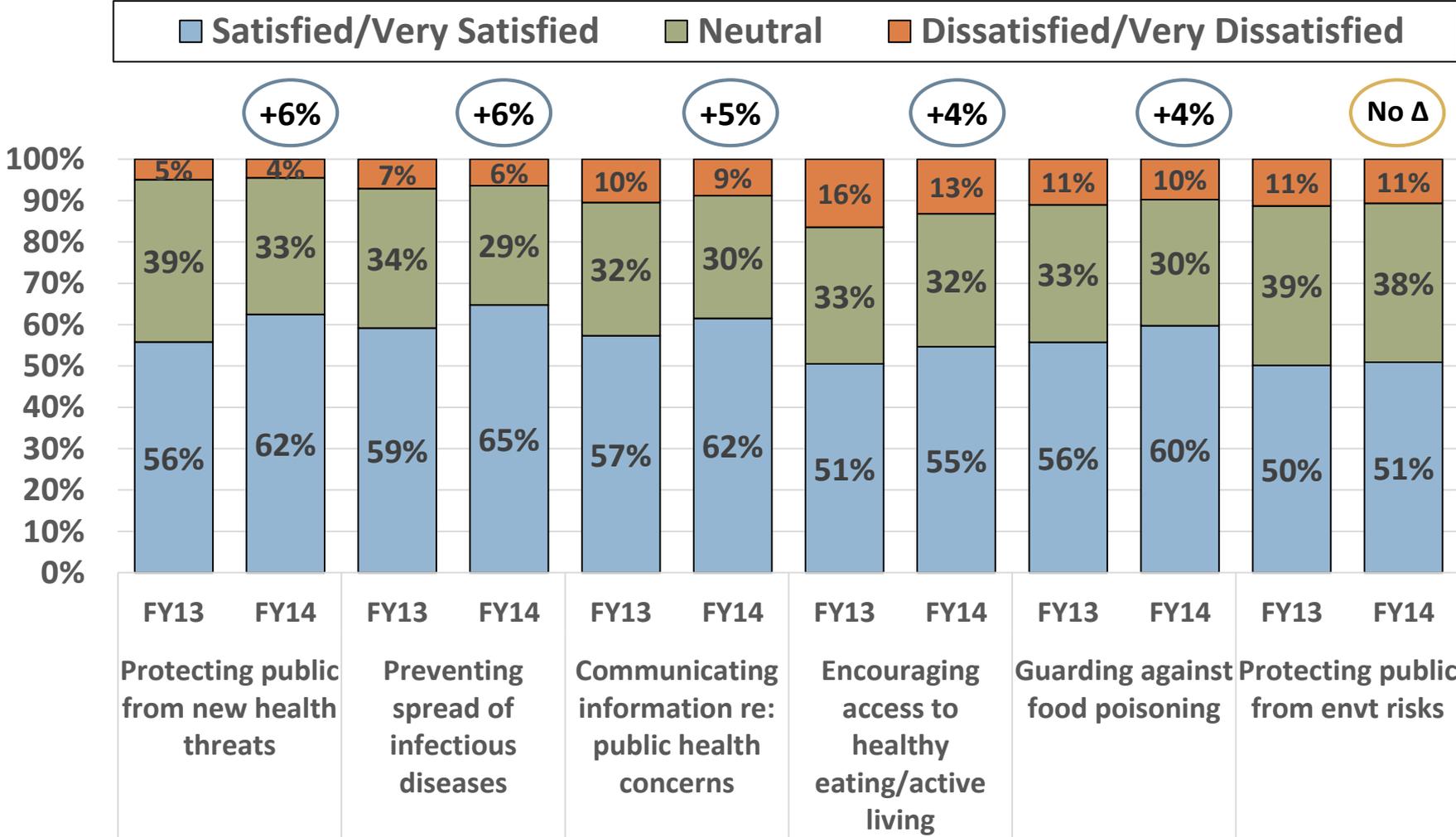


EXHIBIT 11: Health Citizen Survey Emphasis-Satisfaction Matrix

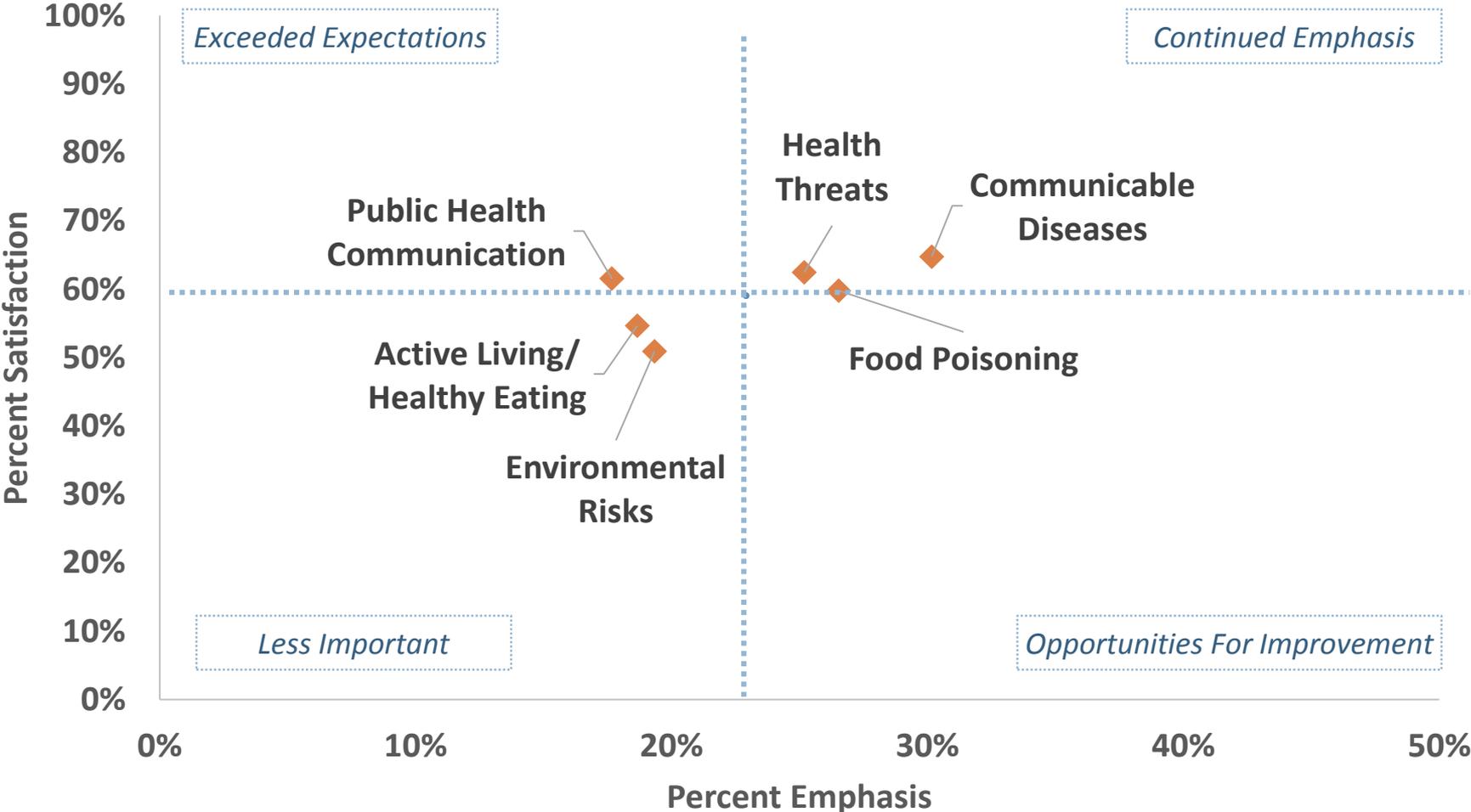
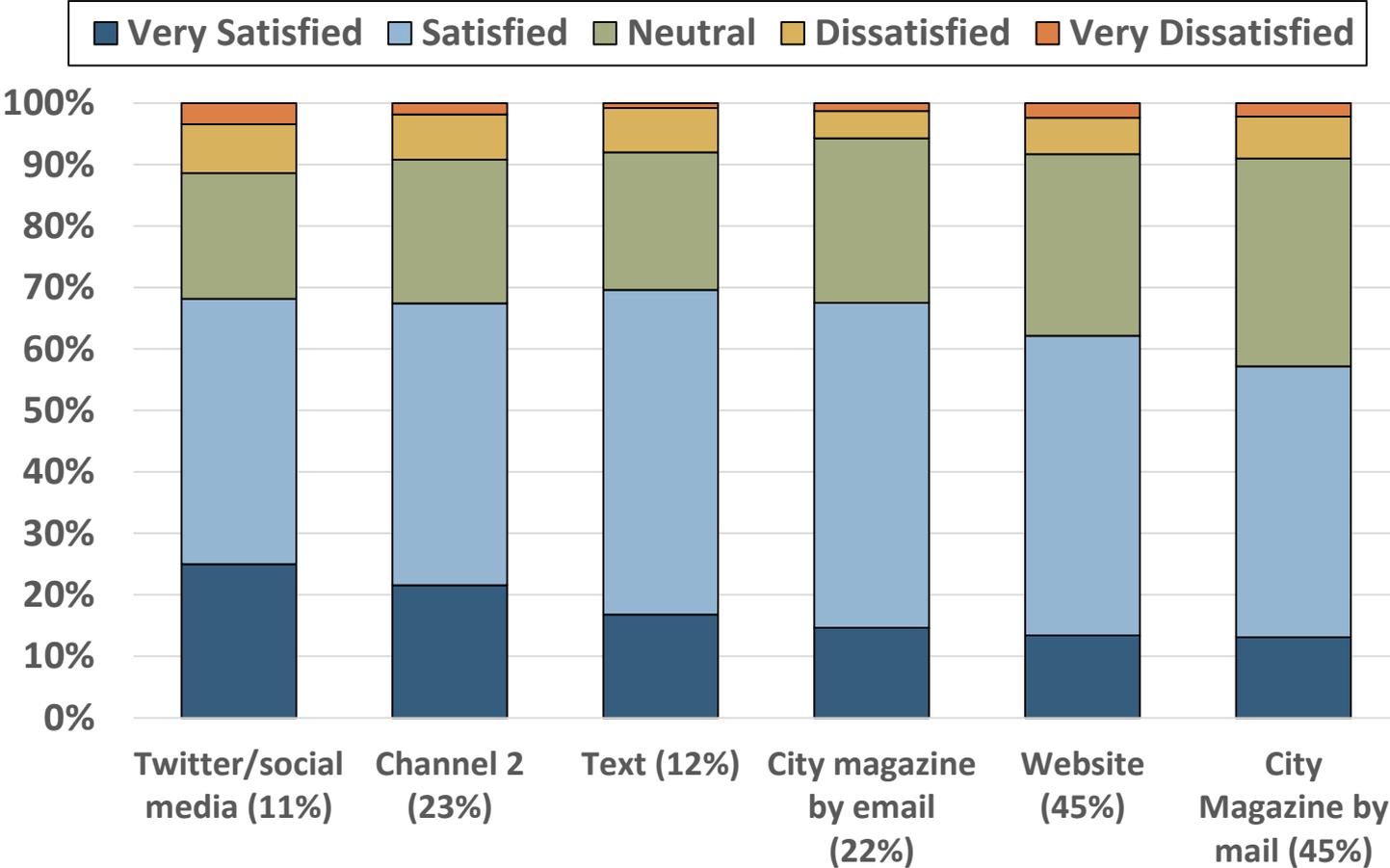


EXHIBIT 12: Citizen Satisfaction with Public Health Info by Contact Method Preference



Citizens who prefer Twitter/social media and Channel 2 as their modes of communication are more likely to be very satisfied with public health information. Citizens who prefer city magazine by mail are more likely to be neutral.

EXHIBIT 13: FY2015 Citizen Survey Modifications

Any suggested changes?

13. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri:

HEALTH DEPARTMENT		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Protecting the public from new or unusual health threats such as anthrax, the H1N1 influenza ("flu") virus, and any new outbreak.	5	4	3	2	1	9
B.	Guarding against food poisoning through restaurant inspections.	5	4	3	2	1	9
C.	Protecting the public from exposure to environmental risks such as air pollution, lead poisoning, and swimming pool contamination.	5	4	3	2	1	9
D.	Encouraging access to healthy fruits and vegetables, safe places to exercise, and non-smoking environments.	5	4	3	2	1	9
E.	Communicating information regarding public health concerns such as excessive heat, second hand smoke, violence prevention, and maternal and child health.	5	4	3	2	1	9
F.	Preventing the spread of infectious diseases through childhood vaccination programs, STD/HIV treatment and prevention services, and tuberculosis (TB) and hepatitis control.	5	4	3	2	1	9

14. Which TWO of the Health Department Services listed above do you think should receive the MOST EMPHASIS from the City over the next two years? [Write in the letters below using the letters from the list in Question 13 above].

1st: _____ 2nd: _____

EXHIBIT 14: Employee Survey – Health Department Employees

More likely to be Dissatisfied/Very Dissatisfied with:

Facility Services - Overall

Resolution to facility maintenance requests

Timeliness of resolution to facility maintenance requests

Timeliness of receiving background check results

Timeliness of receiving pre-employment drug screening results

More likely to select the below areas as needing improvement:

Facility Services – Overall

Timeliness of resolution to maintenance requests

Overall maintenance of facilities where you work

Fleet Services – Overall

Repairs on my city equipment/vehicle

Time it takes for a repair to be done

Support in deployment of new technology