



SAMPLE OF PERFORMANCE MEASURES

April 9, 2015 / Gayle B. Harris

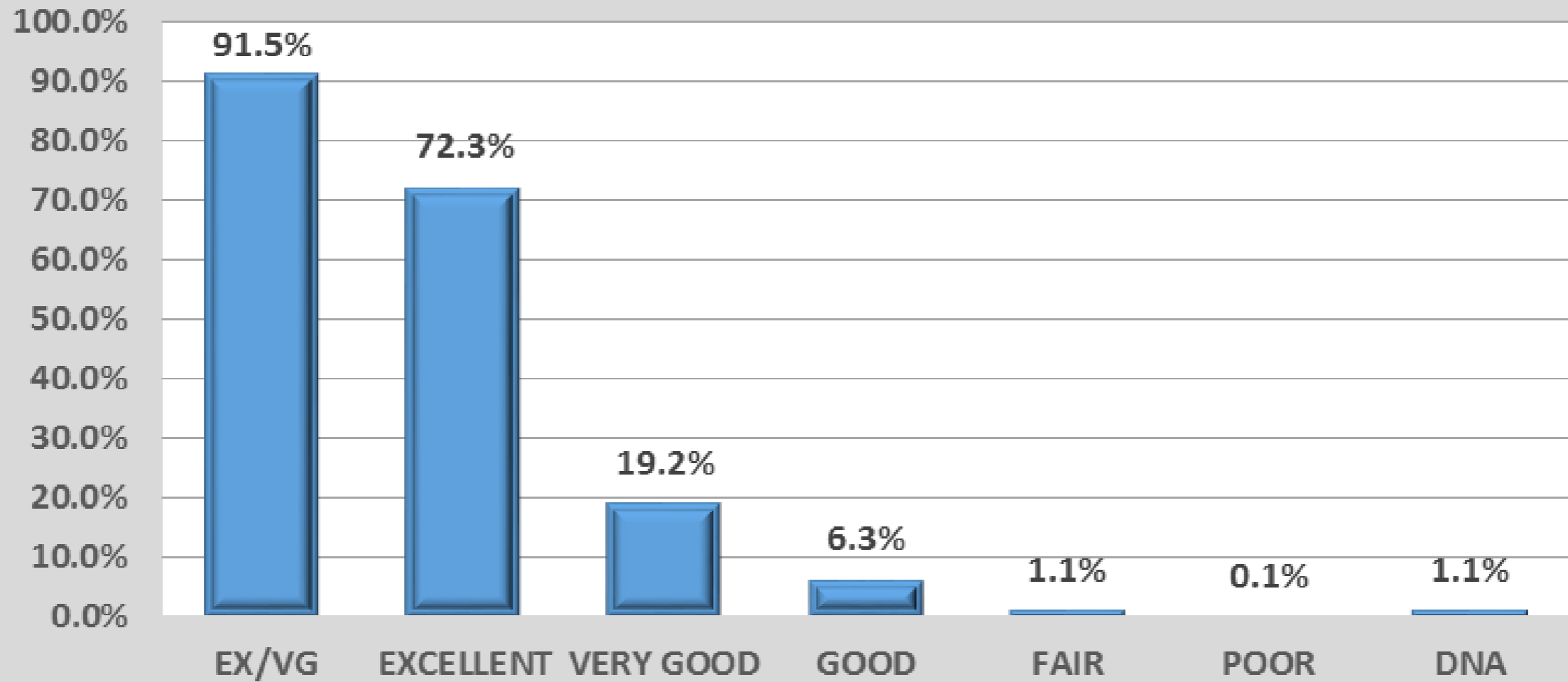
As part of the FY 15-16 budget process, departments were asked to provide two to three useful performance measures being tracked to assess and improve an agency's or program's performance. In addition to monitoring customer satisfaction, Public Health program managers submitted performance measures that relate to some of the department's statutory requirements found in NCGS 130A-1.1(b). These include:

- Monitor health status to identify and solve community health problems.
- Diagnose and investigate health problems and health hazards in the community.
- Enforce laws and regulations that protect health and ensure safety.



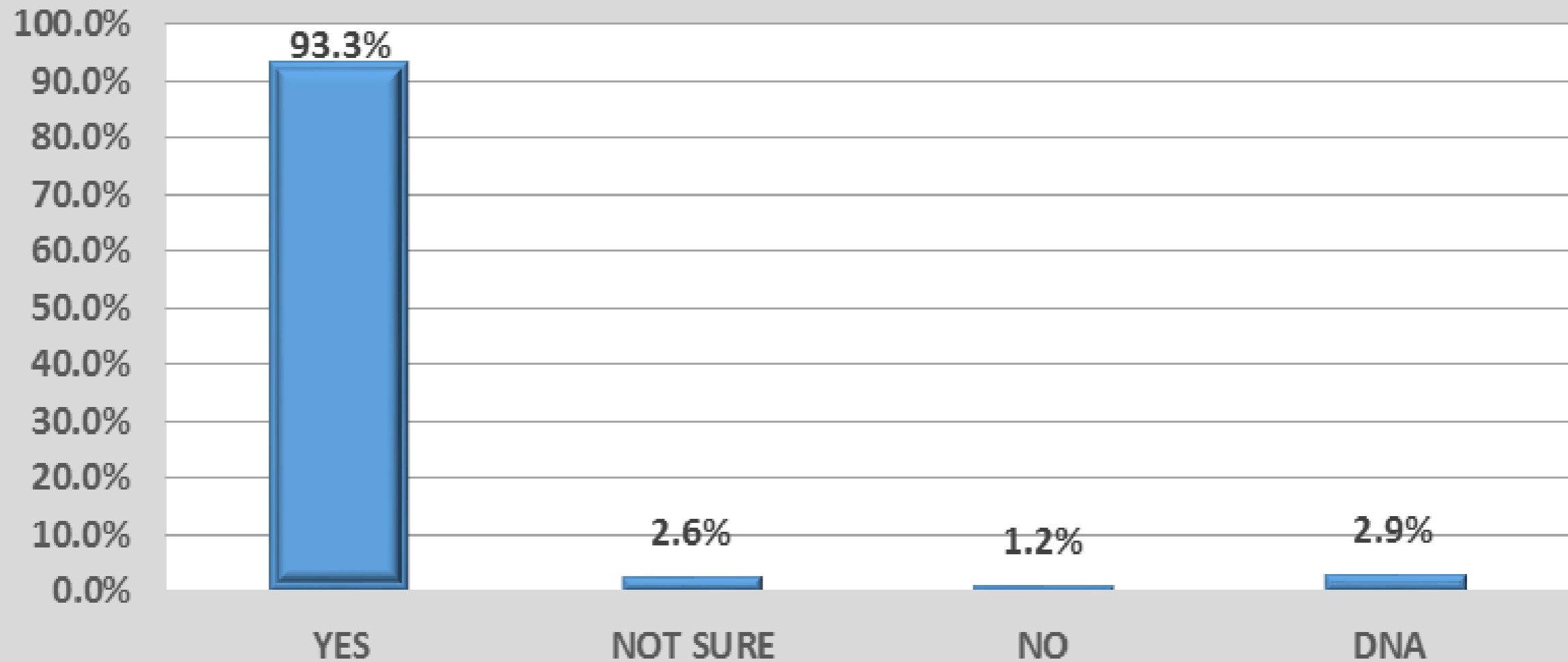
DCoDPH 2013-14 Overall Customer Survey Results (2280 Surveys)

■ RATE SERVICES RECEIVED



DCoDPH 2013-14 Overall Customer Survey Results (2280 Surveys)

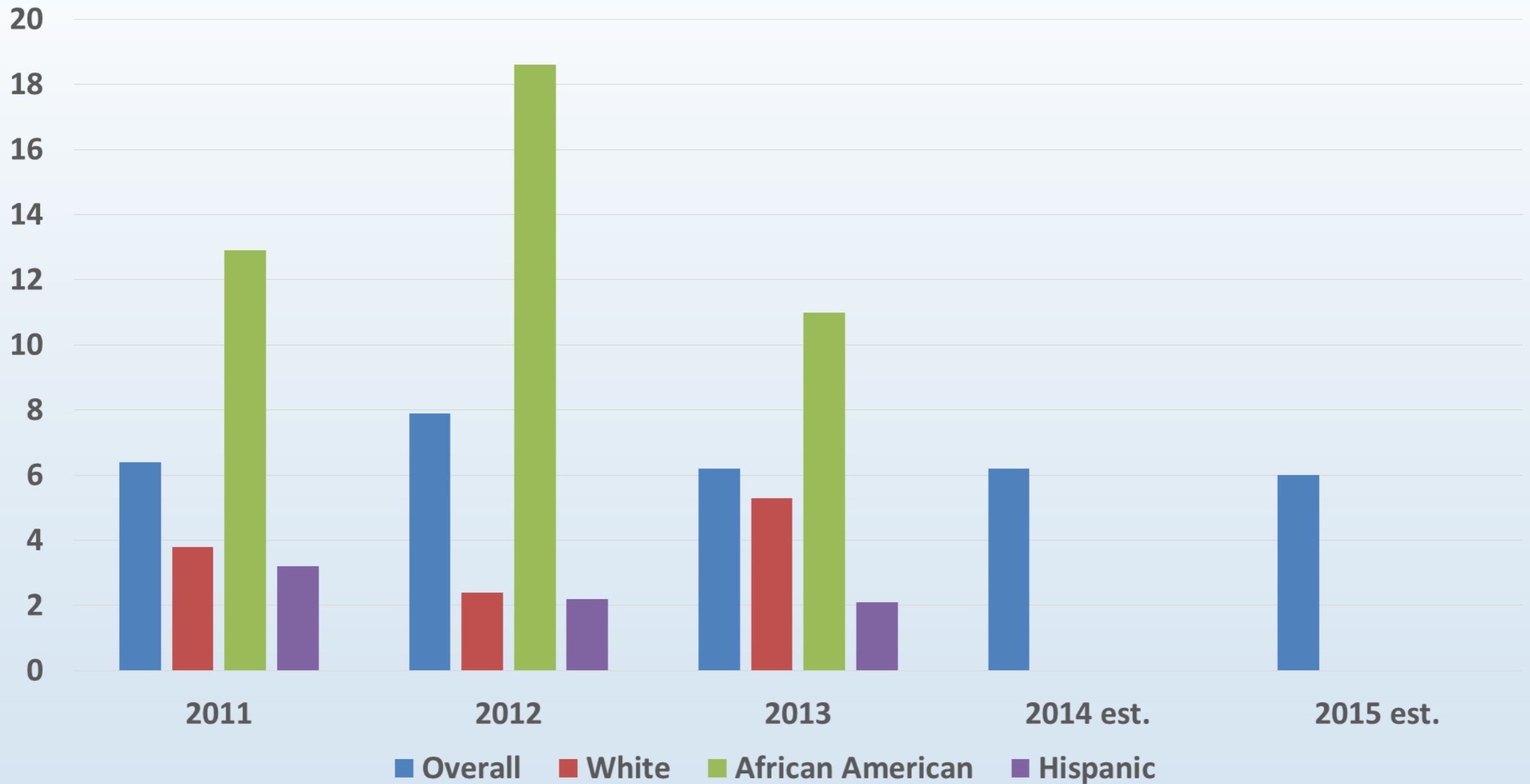
RECOMMEND SERVICE/EVENT



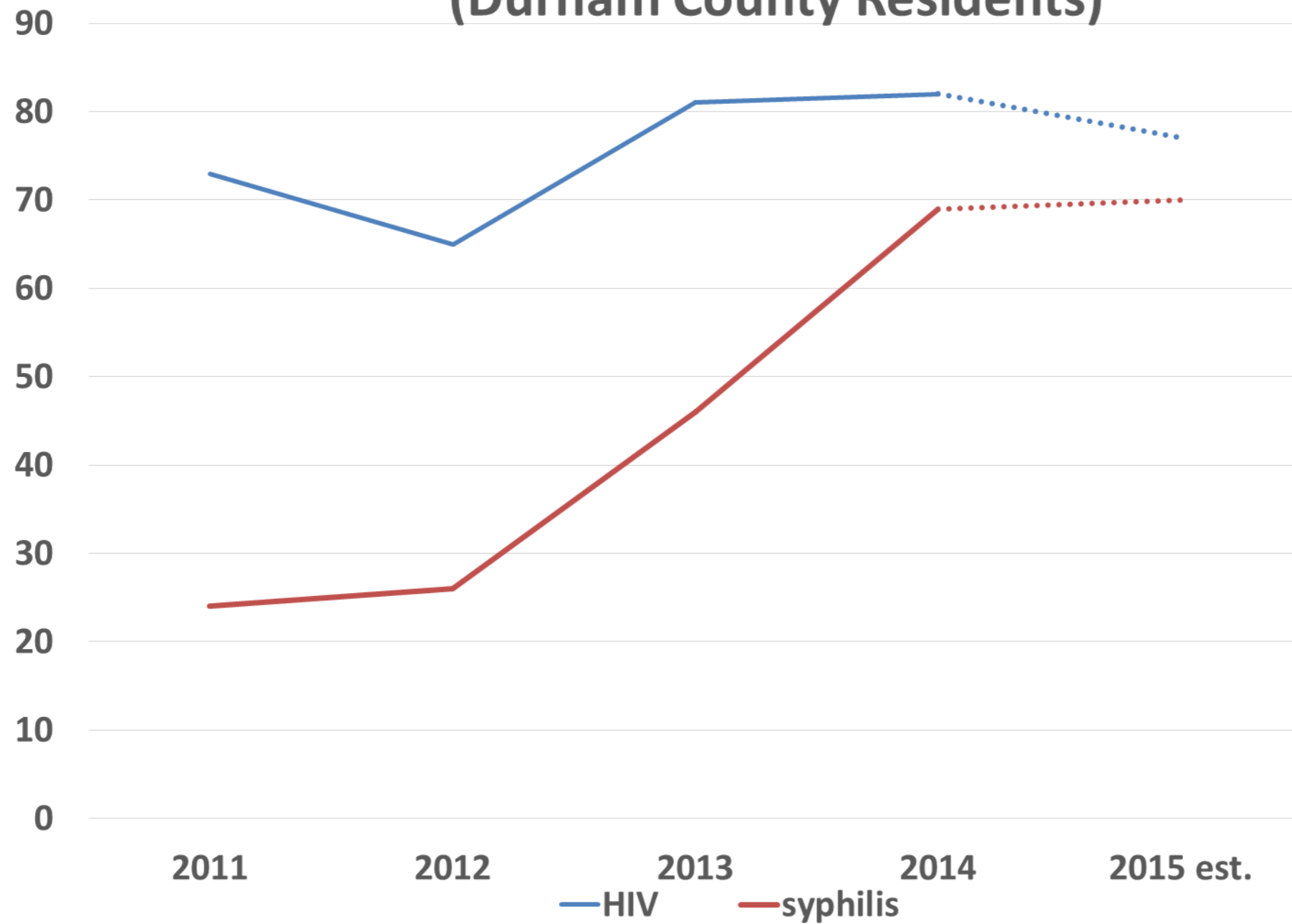
Monitor health status to identify and solve
community health problems



Durham County Infant Mortality Rates (per 1,000 live births)



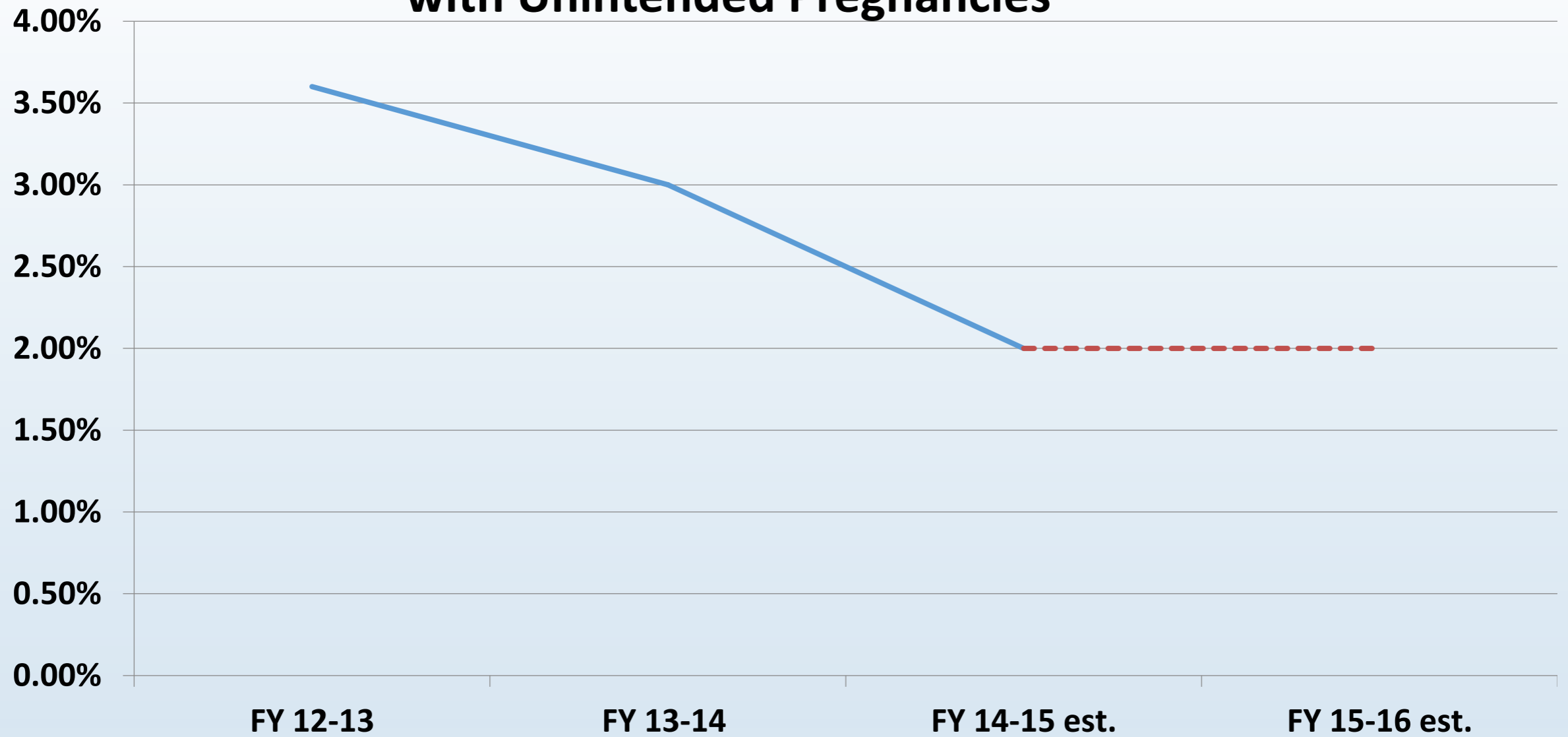
Newly Diagnosed Cases of HIV and Syphilis (Durham County Residents)



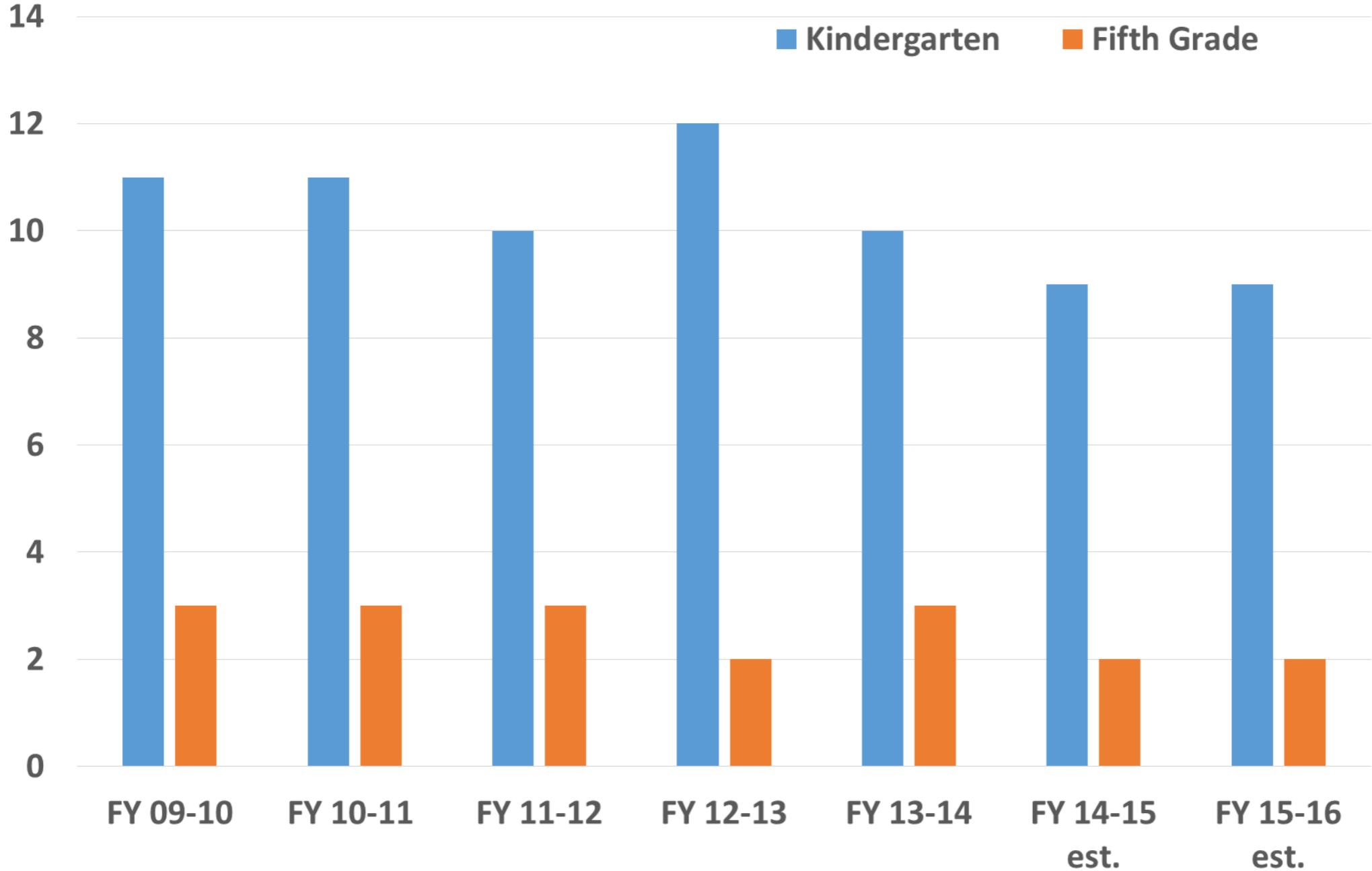
Diagnose and investigate health problems and health hazards in the community.



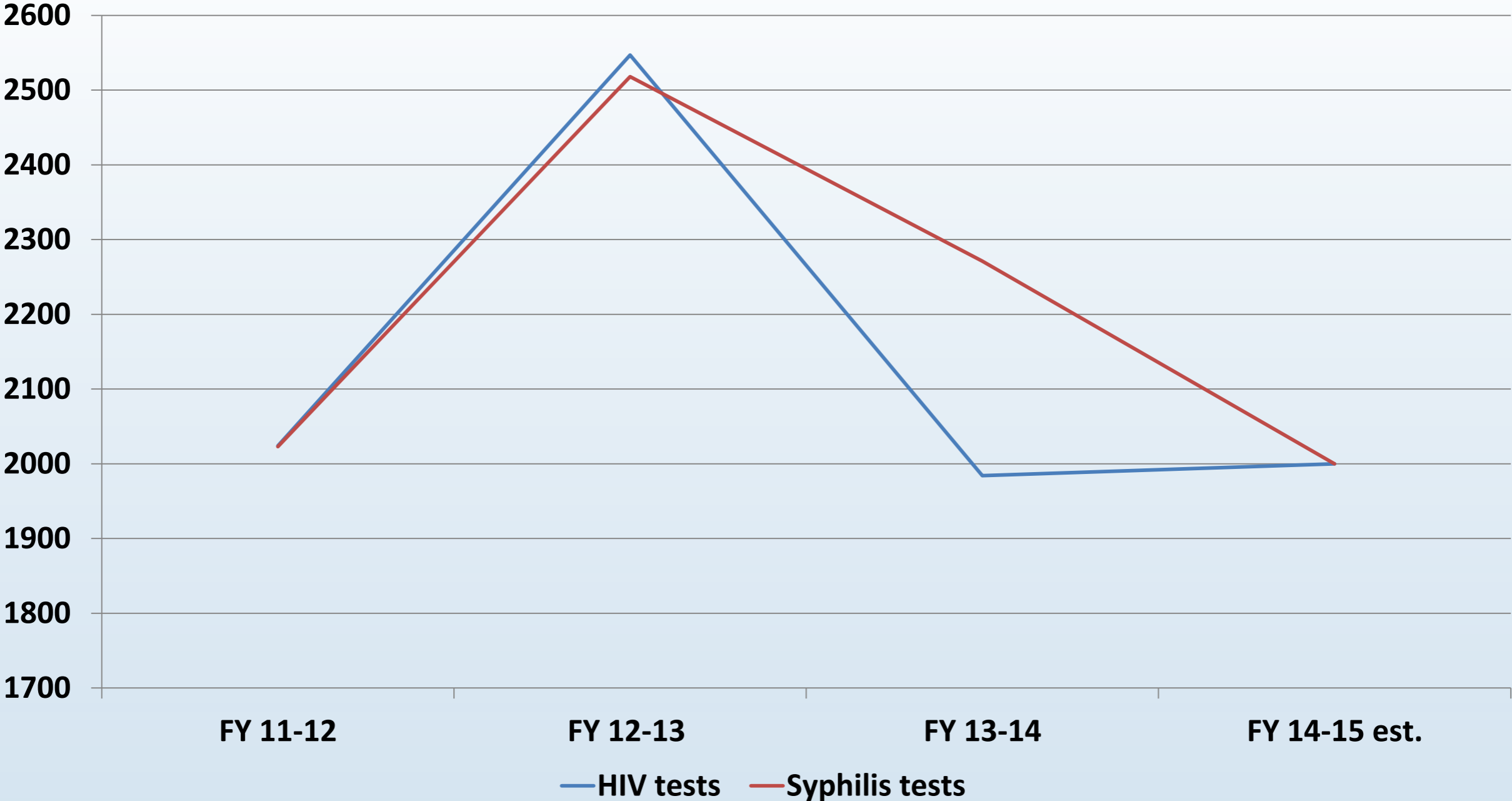
% of Family Planning Clinic Patients with Unintended Pregnancies



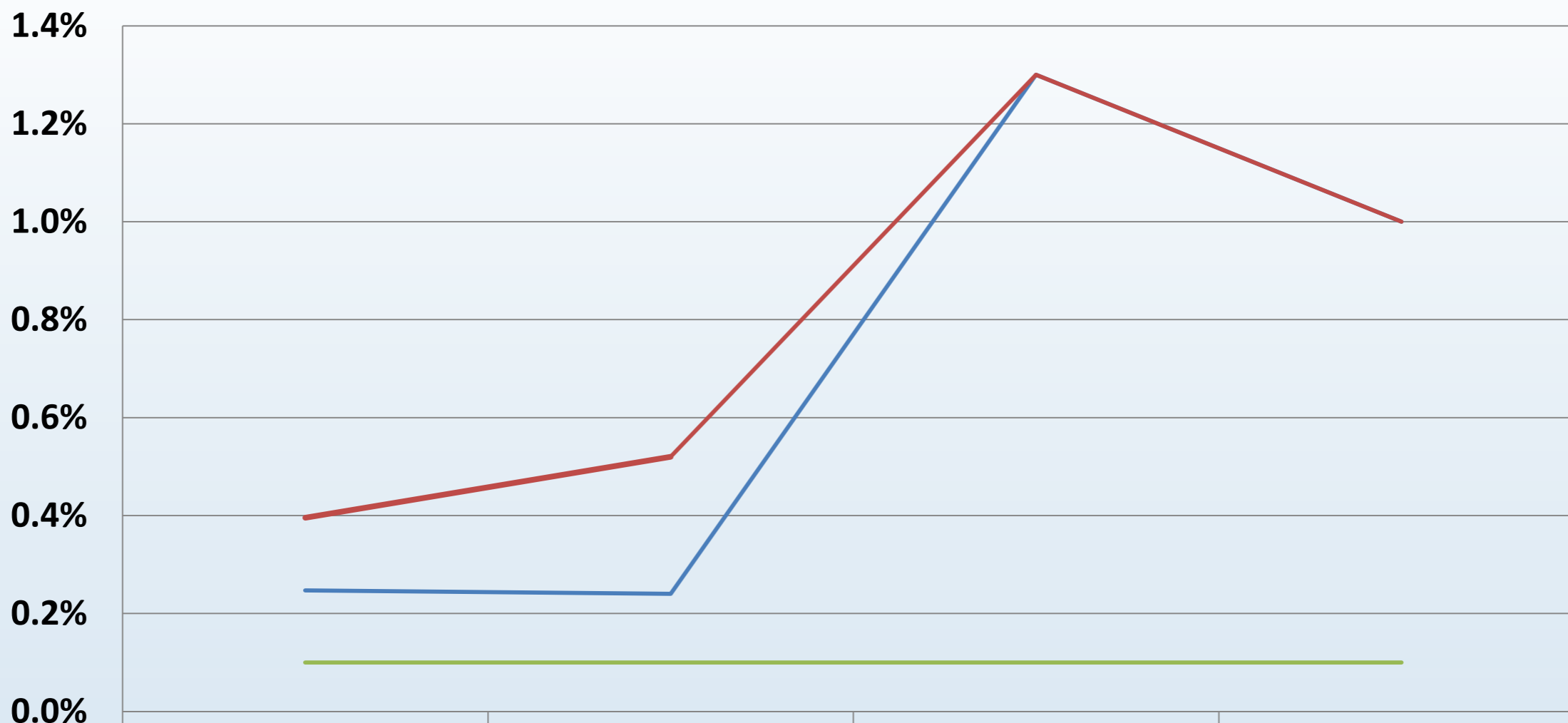
% of DPS Students in Grades K & 5 with Urgent Dental Needs



Health Ed: # of HIV and syphilis tests done



Health Ed Community Outreach: Positivity rate (% of those tested who were positive)



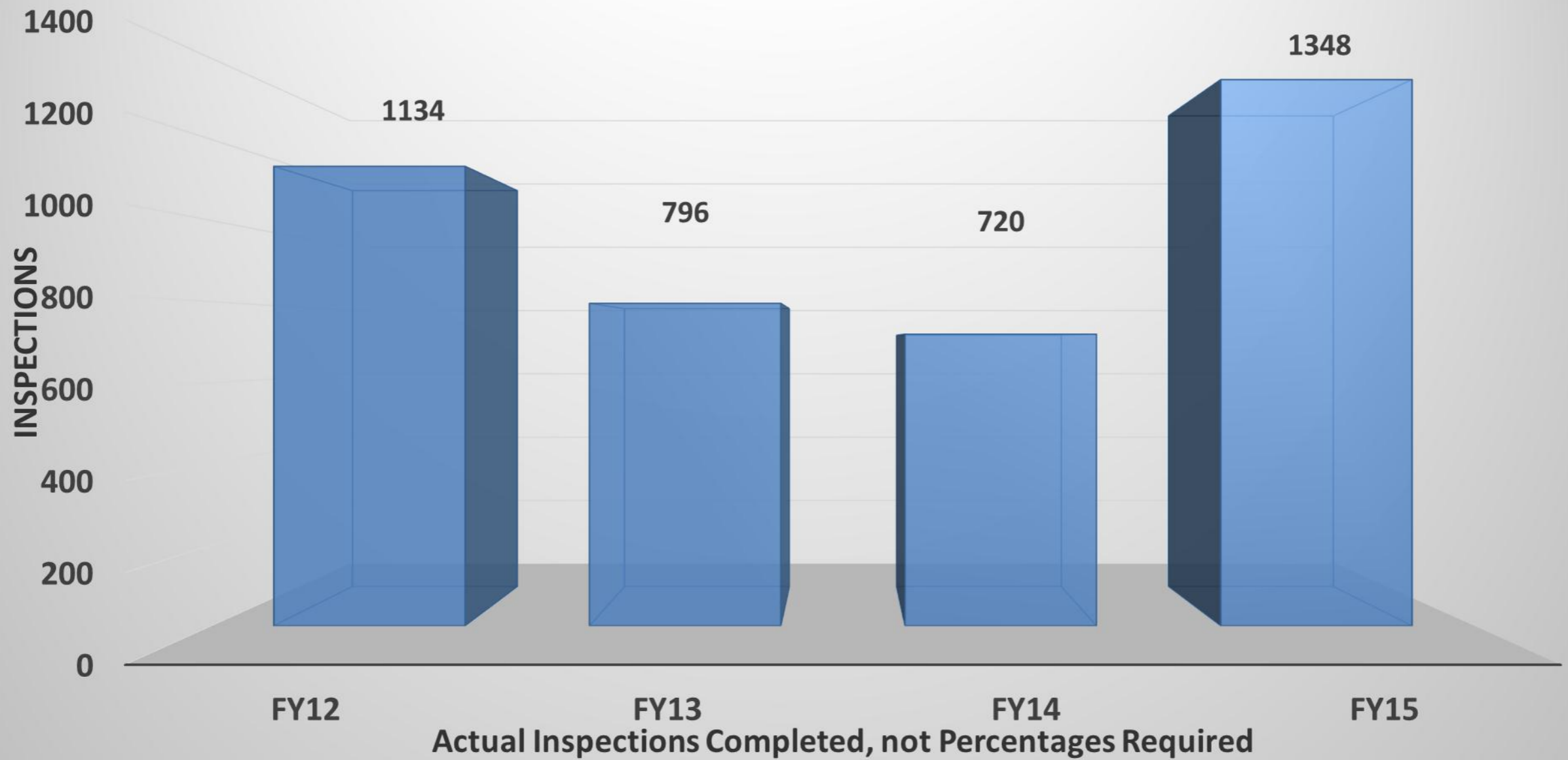
	FY 11-12	FY 12-13	FY 13-14	FY 14 - 15 est
— HIV	0.25%	0.24%	1.30%	1.00%
— Syphilis	0.40%	0.52%	1.30%	1.00%
— Expectation	0.10%	0.10%	0.10%	0.10%



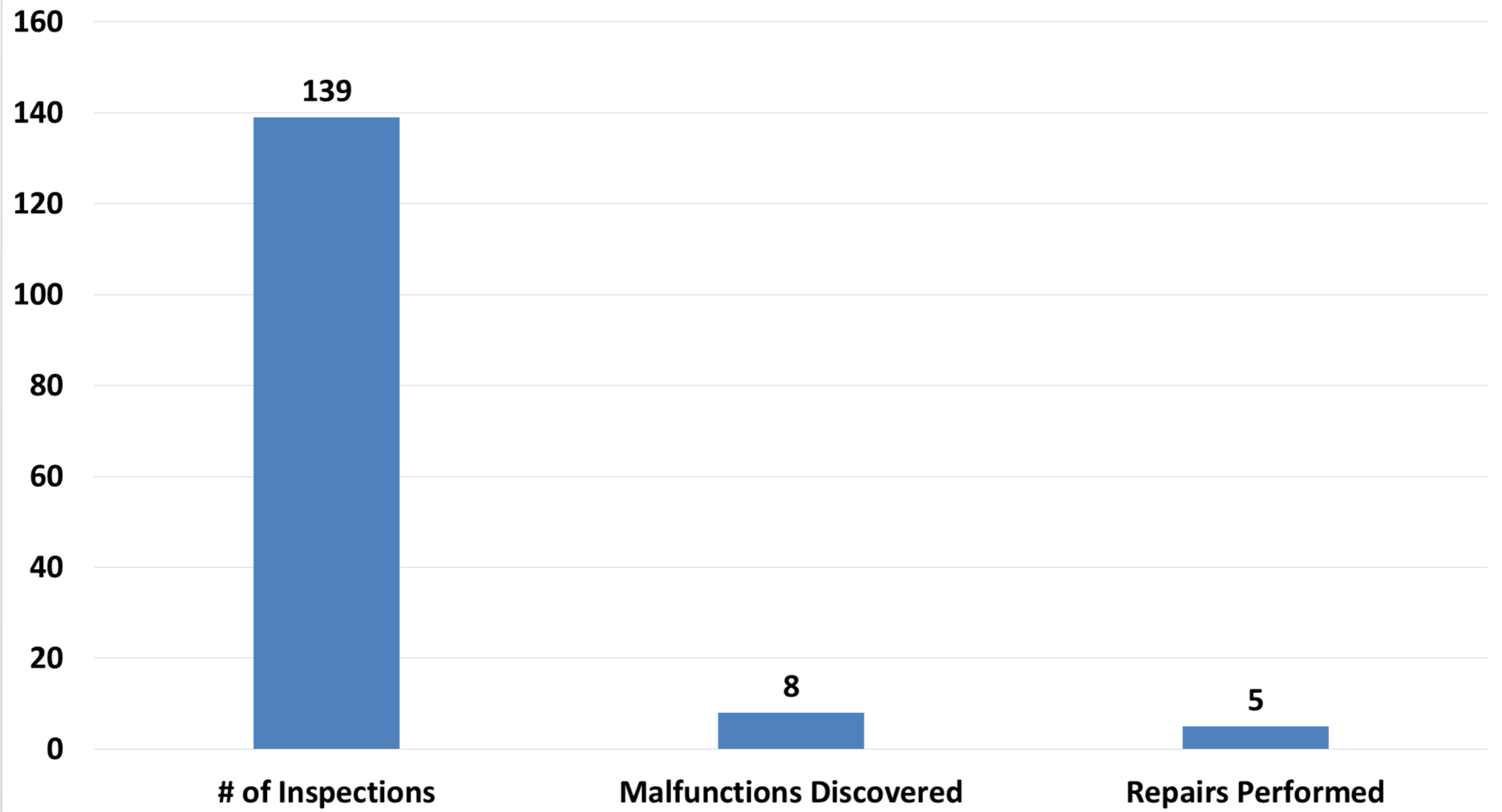
Enforce laws and regulations that protect health and ensure safety.



Food Service Inspections Numbers Comparison for the first 6 Months of the last 4 Fiscal Years



Pump System Malfunction Tracking



Questions

