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Indicators of Success (IOS)	Target	Performance (Q1,Q2)	Performance (Q3,Q4)	Performance (2018 Total)	Comments
Epidemiology, Wellness & Communicable Disease Control Division					
Epidemiology & Evaluation (E&E)					
% of end-users (supervisors, managers, directors) who reported increased understanding and knowledge about health trends	90%	93.8% (15/16)	91.7% (22/24)	92.5% (37/40)	Target met.
% of projects where information provided by Epidemiology & Evaluation (E&E) team was used to inform program planning and/or decision-making	90%	71.4% (5/7)	100% (3/3)	80.0% (8/10)	Following internal requests to the E&E team, a survey was sent to inquire about product use for the purposes of program planning and/or decision-making. Not all internal requests may have been captured.
Health Strategy & Health Equity					
% of staff who complete required public health technical training	OnCore: 100% by the end of Q4 EIDM: 100%	Oncore: 49.0% (98/200) EIDM: 100% (20/20)	Oncore: 34.5% (69/200) EIDM: N/A	On Core 83.5% (167/200) EIDM 100% (20/20)	The target was not reached as 2 teams could not complete the training in 2018 due to operational reasons. Training on track to be completed in 2019 for staff on these teams.
Infectious Diseases & Infection Control					
% of settings inspected by type: Licensed Child Care Facilities (LCCF), and Personal Service Settings (PSS)	LCCF and PSS: 100% by the end of Q4	LCCF: 78.0% (181/232) PSS: 49.7% (384/772)	LCCF: 22.2% (52/234) PSS: 51.9% (415/799)	LCCF: 99.6% (233/234) PSS: 100% (799/799)	Target met.
Sexual Health, Harm Reduction & Mental Health					
% of gonorrhea cases that were treated with 1 st line of treatment (both azithromycin and ceftriaxone)	75%	75.4% (147/195)	83.5% (228/273)	80.1% (375/468)	Target met.
% of needles distributed that are returned to the harm reduction program	53%	56.4% (341603/605595)	55.6% (331168/595342)	56.0% (672771/1200937)	Target met.
% of naloxone kits distributed that were used by clients	27%	25.2% (326/1292)	13.0% (242/1866)	18.0% (568/3158)	While we have seen a decrease in naloxone kits used, we have seen an increase in kits distributed. Public campaigns focusing on naloxone

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					distribution to the broader population were completed this year to further encourage individuals to have access to naloxone kits. The increase of distribution to a broader population has subsequently driven down the percentage of kits used.
Vaccine Preventable Diseases					
% of doses wasted of publicly funded vaccine	< 5%	3.6% (3914/107365)	6.4% (13215/205888)	5.5% (17129/313253)	Due to increased monitoring and surveillance, the vaccine program has reduced wastage from 6.7% in 2017 to 5.5% in 2018. The Vaccine Program exceeded the 5% target due to power outages in the community which resulted in excess wastage of vaccine stored in healthcare provider fridges.
% of inspected vaccine storage refrigerators that meet MOHLTC storage and handling requirements	100%	96.4% (107/111)	100% (351/351)	100% (462/462)	Target met.
% of refrigerators storing publicly funded vaccines that have received a completed routine annual cold chain inspection	100% by the end of Q4	31.0% (117/372)	100% (90/90)	100% (462/462)	Target met.
% of 7 and 17-year old students vaccinated for all Immunization of School Pupil’s Act (ISPA) designated diseases	7 year olds: 95% 17 year olds: 95%	7 year olds: 94.6% (5475/5790) 17 year olds: 91.2% (5872/6440)	N/A	7 year olds: 94.6% (5475/5790) 17 year olds: 91.2% (5872/6440)	The percentages reflect the compliance rate as of July 17th, 2018. Reported by 2017/2018 school year.
% of students with a valid religious or conscience exemption by ISPA designated disease	N/A	Diphtheria: 2.34% (286/12230) Tetanus: 2.34% (286/12230) Pertussis: 2.35% (287/12230) Measles: 2.36% (289/12230) Mumps: 2.36% (289/12230) Rubella: 2.36% (289/12230) Polio: 2.34%	N/A	Diphtheria: 2.34% (286/12230) Tetanus: 2.34% (286/12230) Pertussis: 2.35% (287/12230) Measles: 2.36% (289/12230) Mumps: 2.36% (289/12230) Rubella: 2.36% (289/12230) Polio: 2.34%	N/A

		(286/12230) Meningitis: 2.36% (289/12230) Varicella: 2.68% (155/5790)		(286/12230) Meningitis: 2.36% (289/12230) Varicella: 2.68% (155/5790)	
% of school-aged children who have completed immunizations for hepatitis B	69%	76.6% (4532/5919)	N/A	76.6% (4532/5919)	Target met.
% of school-aged children who have completed immunizations for Human Papilloma Virus (HPV)	56%	64.0% (3790/5919)	N/A	64.0% (3790/5919)	Target met.
% of school-aged children who have completed immunizations for meningococcus	80%	86.8% (5138/5919)	N/A	86.8% (5138/5919)	Target met.
Healthy Environments Division					
Food Safety					
% of high-risk food premises inspected once every 4 months while in operation	100%	100% (554/554)	90.2% (489/542)	91.6% (414/508)	Percentages reflect average data in 2018. Staffing issues from September to December impacted completion of all inspections.
% of moderate-risk food premises inspected once every 6 months while in operation	100%	99.92% (1261/1262)	92.1% (1201/1304)	90.6% (1012/1173)	Percentages reflect average data in 2018. Staffing issues from September to December impacted completion of all inspections.
Safe Water					
% of days per season beaches are posted	0 %	Beach Boulevard: 0.0% (0/30) Binbrook Cons.: 0.0% (0/30) Christie Cons. Area: 0.0% (0/30) Confederation Park: 0.0% (0/30) Pier 4 Park: 3.3% (4/30) Valens Cons. Area: 6.7% (2/30) Van Wagner’s Bea.: 0.0% (0/30)	Beach Boulevard: 1.3% (1/75) Binbrook Cons.: 32.0% (24/75) Christie Cons. Area: 0.0% (0/75) Confederation Park: 0.0% (0/75) Pier 4 Park: 52.0% (39/75) Valens Cons. Area: 9.3% (7/75) Van Wagner’s Bea.: 0.0% (0/75)	Beach Boulevard: 0.95% (1/105) Binbrook Cons.: 22.9% (24/105) Christie Cons. Area: 0% (0/105) Confederation Park: 0% (0/105) Pier 4 Park: 41.0% (43/105) Valens Cons. Area: 8.6% (9/105) Van Wagner’s Bea.: 0% (0/105)	Beach postings are public notices that indicate unsafe swimming conditions due to higher than normal bacteria levels.
# episodes that fluoride concentration was below 0.6 ppm for more than 90 consecutive days	0	0	0	0	Target met.

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% of Small Drinking Water Systems (SDWS) where risk categories change from high risk to moderate or low risk indicating improvement in system performance	0 %	0% (0/1)	N/A	0% (0/1)	Target met.
% of high-risk SDWS inspections completed for those that are due for re-inspection	100 %	100% (1/1)	N/A	100% (1/1)	Target met.
% of adverse drinking water incidents that were resolved	100%	100% (72/72)	100% (143/143)	100% (215/215)	An adverse drinking water incident is considered resolved once an action has been taken to solve the issue and the incident no longer poses a risk to the public. Of those 215 adverse drinking water incidents, 140 were lead related incidents.
# of drinking water advisories and boil water advisories that remain in effect	N/A	1	0	1	The Boil Water Advisory (BWA) was issued on February 28, 2018 at Westfield Heritage Village. The BWA remains in effect until a new well has been drilled. This is no longer considered an adverse drinking water incident as action has been taken.
Tobacco Control					
% of tobacco retailers in compliance with display, handling and promotion sections of the Smoke-Free Ontario Act (SFOA) at time of last inspection	100%	99.4% (170/171)	96.5% (139/144)	98.3% (350/356)	A total of 6 retailers inspected were not compliant in 2018. Diligent inspection by Tobacco Enforcement Officers (TEOs) has reinforced tobacco retailer compliance with display, handling and promotion.
% of tobacco retailers inspected once per year for compliance with display, handling, and promotion sections of the SFOA	100% by the end of Q4	45.7% (80/175)	40.4% (144/356)	100% (356/356)	Target met.
% of tobacco retailers with tobacco sale convictions	N/A	3.3% (13/390)	12.4% (44/356)	16.0% (57/356)	N/A
% of electronic cigarette retailers in compliance with the Electronic Cigarette Act (ECA)	90%	79.8% (75/94)	100% (96/96)	94.7% (180/190)	Target met.
% of complaints responded to within 24	100%	100% (142/142)	100% (111/111)	100% (253/253)	Target met.

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hours					
% of tobacco vendors in compliance with youth access legislation at the time of last inspection	90%	91.2% (333/365)	83.3% (120/144)	84.3% (300/356)	Inspection by TEOs has reinforced tobacco vendor compliance with youth access legislation and helped to prevent sales to minors.
% of smokers that have attended a Tobacco Cessation Clinic at least once after registering	43%	65.5% (867/1324)	66.4% (837/1261)	65.9% (1704/2585)	Target met.
Vector Borne Disease					
# of potential rabies exposures investigated by PHS	N/A	693	854	1542	N/A
% of potential rabies exposures investigated within one day of notification	100%	100% (693/693)	100% (849/849)	100% (1542/1542)	Target met.
% of wildlife animals, dogs, or cats investigated by PHS for potential rabies exposures	N/A	Wildlife: 17.0% (118/693) Dogs: 54.8% (380/693) Cats: 27.0% (187/693) Other animals: 0.9% (6/693) Missing data: 0.3% (2/693)	Wildlife: 17.6% (149/849) Dogs: 54.4% (462/849) Cats: 26.5% (225/849) Other animals: 0.9% (8/849) Missing data: 0.6% (5/849)	Wildlife: 17.3% (267/1542) Dogs: 54.6% (842/1542) Cats: 26.7% (412/1542) Other animals: 0.9% (14/1542) Missing data: 0.5% (7/1542)	N/A
% of cats and dogs vaccinated at the time of exposure	50%	Dogs and Cats: 37.9% (188/496)	Dogs and Cats: 46.5% (281/604)	Dogs and Cats: 42.6% (469/1100)	631 cats and dogs were not vaccinated at the time of exposure. Increased public awareness may assist to increase knowledge about pet vaccination.
% of cats and dogs vaccinated after confinement	75%	Dogs and Cats: 22.4% (69/308)	Dogs and Cats: 12.1% (39/323)	Dogs and Cats: 17.1% (108/631)	Vaccination occurs in alignment with the mandatory rabies immunization requirements. The target was unreachable due to lack of data entry and difficulty in obtaining vaccination status from animal owner during follow up.
# of persons given rabies post-exposure prophylaxis (PEP)	N/A	53	30	83	N/A
Healthy Families Division					
Child Health & Nutrition					
% of pregnancies in Hamilton screened by HBHC	16% at the end of Q4	7.4% (0.46 of 16%)	12.0% (346/2877)	12.9% (706/5489)	The program has achieved 88% (706/802) of the target for Q1-Q4.

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					Numbers are lower than predicted due to delayed implementation of screening strategies with our midwifery agencies and one of the Family Health Teams.
% of first time, pregnant youth (≤ 21 years of age) who access the Nurse Family Partnership Program.	100% by end of Q4	57.1% (80/140)	40.0% (56/140)	97.1% (136/140)	The program achieved 97% of their service target, despite having gaps in staffing this year.
Dental Services					
% of all JK, SK and Grade 2 students receiving an oral health screening in all publicly funded schools	100% for all JK, SK and Grade 2 students	JK: 91% (4680/5169) SK: 92% (4873/5324) Grade 2: 94% (5055/5374) Total: 92% (14608/15867)	N/A	JK: 90.5% (4680/5169) SK: 91.5% (4873/5324) Grade 2: 94.1% (5055/5374) Total: 92.1% (14608/15867)	More than 90% of students were screened during the 2017-18 school year. Students who were absent at day of visit or who refused service were not screened. Screening is offered at 2 community preventive clinics for those who were absent for the school screenings.
Reproductive & Child Health, Prenatal & Early ID					
% of pregnant women who reported being more confident in their ability to breastfeed after attending prenatal class.	90%	71% (60/84)	70.9% (78/110)	71.1% (138/194)	Prenatal classes offer breastfeeding supports for residents of Hamilton. This is an aspirational target that provides a goal for continuous improvement. The current performance indicates there is a significant positive impact on the community related to this indicator.
% of pregnant women in Hamilton who registered for PHS prenatal class.	10%	11.6% (304/2612)	8.1% (233/2877)	9.8% (537/5489)	Of the women that registered for a prenatal class, to date, 53% registered for an online class and 47% registered for in person class. Online classes were not available in the month of December. This target is based on historical class attendance trends and a focus on the priority population.