



Hamilton

# INFORMATION REPORT

<b>TO:</b>	Mayor and Members Board of Health
<b>COMMITTEE DATE:</b>	September 16, 2019
<b>SUBJECT/REPORT NO:</b>	Semi-Annual Public Health Services Performance and Monitoring Report (Q1 & Q2 2019) (BOH19030) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
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<b>SIGNATURE:</b>	

## COUNCIL DIRECTION

During the last Board of Health evaluation completed in 2018 (see report BOH18011(a)), staff committed to providing regular updates on progress with the Annual Service Plan & Budget (ASP&B) as well as the Multi-Year Business Plan (MYBP). This report fulfils that commitment for Q1 & Q2 of 2019.

## INFORMATION

Three priority areas for action were identified in the 2019 ASP&B, based on population health assessment data and knowledge of our community:

- Mental Health & Addictions;
- Healthy Weights; and,
- Health Equity.

During the first half of 2019, staff from across the department have reviewed the needs, evidence, resources, and mandate in each of these priority areas and developed plans

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

for renewed action in these areas. These will be presented to the Board of Health at its November meeting.

The ASP&B, MYBP, and related documents also outline goals and objectives for the full breadth of programs delivered by Public Health Services (PHS). These are aligned with the mandates set out by the Province and its agencies, to whom the Board is accountable. In this report, relevant indicators are presented to show progress across these program objectives. Future reports will also track progress on the priority area action plans.

Staff have been working to maximize the efficiency, transparency, and usefulness of the Performance Management and Monitoring System used to track progress on PHS priorities, program objectives, and targets. The information generated by the system is used by staff and management for program planning and continuous quality improvement. System indicators described in this report reflect the indicators chosen prior to the 2019 ASP&B submission in March 2019. In some areas, there is a rich availability of data to use for these purposes, while in other areas staff are working to develop new ways to gather meaningful information. The system continues to be improved to provide the breadth and depth of information needed to ensure performance on Public Health priorities and program objectives, and strengthen the precision of targets.

Much of the monitoring data that is tracked reflects the demand work carried out within the environmental health and infectious disease areas, as mandated by the Ontario Public Health Standards. Monitoring trends over time strengthens the quality of evidence available for program planning and continuous quality improvement.

Previously, the Board of Health received two separate reports that contained this performance and monitoring data (for 2018 year-end, see the Semi-Annual Public Health Performance report BOH19008 and the Semi-Annual Infectious Disease and Environmental Health Report BOH19007). As outlined in the latter, these reports have now been combined to provide more streamlined and comprehensive reporting on progress in one report.

### **2019 Priorities**

As noted above, staff have been working to identify further efforts needed to address the three priority areas. New action plans will be outlined in a report to the Board in November. Staff have already begun implementation actions in several areas, and there is substantial ongoing work in existing programs related to these priorities. Reporting on progress in these action areas will begin in the Performance Report for the second half of 2019.

### **2019 Program Performance and Monitoring Data**

A summary of the 2019 Q1-Q2 performance and monitoring results are presented in Appendix "A" to Report BOH19030.

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As the PHS' Performance Management and Monitoring System improves, the goal is to integrate existing performance measurement and monitoring strategies into an overarching system to:

- Demonstrate accountability;
- Increase transparency;
- Provide staff and management with timely evidence on which to base decisions and program planning;
- Monitor program efficiency and effectiveness for continuous quality improvement; and,
- Fulfil internal and Ministry reporting requirements.

Further development of PHS' Performance Management and Monitoring System will also result in improvements to future Semi-Annual PHS Performance and Monitoring reports. The next semi-annual report will be provided to the Board of Health in Q1 2020.

**APPENDICES AND SCHEDULES ATTACHED**

Appendix "A" to Report BOH19030:                      Q1-Q2 2019 Semi-Annual PHS Performance and Monitoring Measure Results