

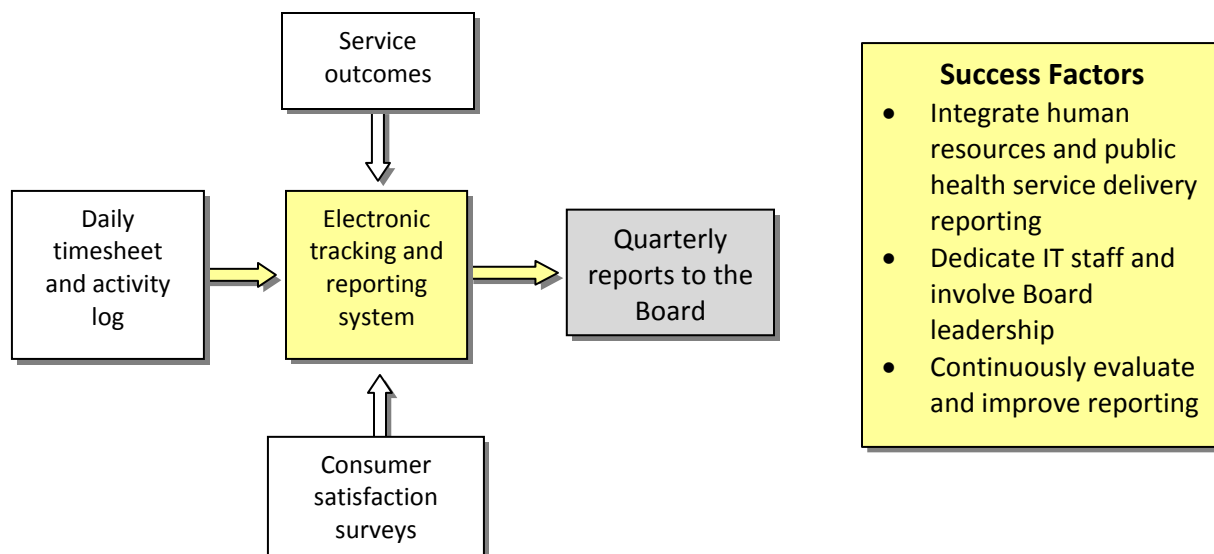
Tracking EPHS Using the Payroll System Improves Data Collection, Helps Measure Accountability



Jo Daviess County, Illinois

- Located in the northwest corner of the state with a population 22,300.
- The Jo Daviess County Health Department (JDCHD) has a staff of 31 that implements health protection programs required for certification by the Illinois Department of Public Health.
- These programs include food sanitation, private sewage disposal, communicable disease, and vital statistics.
- The county is governed by an 11-member board of health (Board) appointed by the 17-member county board to assure that county health concerns are addressed.
- JDCHD is working toward Public Health Accreditation.

In March 2008, the Board completed a National Public Health Performance Standards Program (NPHPSP) Local Public Health Governance assessment to determine the components, activities, competencies, and capacities of its public health system, and help the Board understand how a public health agency can document performance and verify the delivery of the ten Essential Public Health Services (EPHS). The NPHPSP assessment identified developing an electronic reporting system as a necessary step for systematic collection and documentation of public health activities. JDCHD had always completed timesheets to verify the number of hours used for service delivery, but had not considered using an electronic system for EPHS tracking and generation of Board reports and grant applications.



The Board agreed to modify fields in the payroll tracking system in order to collect both human resource and EPHS performance metrics. The IT support staff can update the fields as JDCHD services are modified. A daily staff log sheet was developed to verify staff payroll hours, services provided, and staff

documentation of the ten EPHS. Each week, a clerical employee transposes and enters data into electronic system. The Board funded a part-time quality assurance position (20%) to design, implement, and present the quarterly program customer satisfaction surveys; the Board reviews these and suggests improvements directly to the health department.

“Implementing an electronic reporting system requires all departments to work together to continuously improve.”

— Peggy Murphy, RN, BSN, MPH
JDCHD Administrator

The Board now receives quarterly reports of services provided, service outcomes, and consumer satisfaction surveys, which are useful for grant applications, establishing accountability, and generating automated state and Board quarterly, annual, and fiscal reports. The long-term goal is to convert the daily log sheet to an

entirely electronic system, so staff can enter their own data from workstation laptops. The Board values the electronic reporting system, participates in its annual review, and suggests improvements to JDCHD. Updating the software for Public Health Accreditation application purposes will be considered in future budget cycles.

Why Electronic Reporting is Important

- Simultaneously tracking HR metrics and the delivery of EPHS is efficient and provides assurance that work is contributing to a greater goal.
- Greater efficiency in information collection is crucial in tough economic times with staff furloughs and budget cuts.
- Electronic data collection and reporting are critical as a preparation for the onset of Public Health Accreditation in fall 2011.

About NPHPSP and PHF

The National Public Health Performance Standards Program (NPHPSP) is a national initiative that has developed a set of standardized goals for state and local public health systems and boards of health. The Public Health Foundation (PHF) administers the NPHPSP Data Reporting Page and the Online Resource Center, and provides technical assistance on performance management and quality improvement.

Related Links and Resources

- Jo Daviess County website: <http://www.jodaviess.org/>
- PHF's Performance Management and Quality Improvement website: <http://www.phf.org/focusareas/PMQI/Pages/default.aspx>
- NPHPSP Overview: <http://www.cdc.gov/nphpsp/index.html>
- Ten Essential Public Health Services: <http://www.cdc.gov/nphpsp/essentialServices.html>
- Public Health Accreditation Board: <http://www.phaboard.org/>

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