

## INFORMATION PAPER

DHS-PH (QA)  
September 2, 2004

SUBJECT: Quality Indicators Initiative (also known as "Public Health Measures")

1. Purpose. To provide information on the "Quality Indicators" initiative within Los Angeles County Public Health (LAC-PH).

2. Description.

a. The Quality Indicators initiative is a program-level effort to link big-picture community goals with specific program activities, and account for the performance of specific activities within each program. The initiative grew out of LAC-PH's work with Mark Friedman, and officially began in the summer of 2003.

b. The primary tool used in the Quality Indicators initiative is a document called "Public Health Measures". This document is completed by each of 38 programs within Public Health and serves as a tool to guide program activities and measure program performance.

c. The Public Health Measures document defines and distinguishes between population-level goals and program performance goals. Population goals are the primary item of interest to county residents and responsibility for them is shared with many other individuals and groups outside of the Department of Health Services, even outside of LAC government. An example of a population goal would be: "Reduce the level of disease X among residents of Los Angeles County." Performance goals are related to specific activities for which the program has complete accountability. An example of a performance goal would be: "Increase the average knowledge of clients served by our program concerning disease X to 90%, as measured with a specific questionnaire."

d. Through the Public Health Measures document, each program compiles a list of specific performance goals for each Calendar Year. Results are compiled at the end of the year to measure performance, assess progress, identify success or barriers, and re-plan the succeeding year's activities. LAC-PH is currently developing the first round of documents for all of its 38 programs.

e. PH Measures documents will be entered, reviewed, and updated in a web-based application that will run on MyPHD. The prototype for this application has been finalized and the application is currently in development, with expected use by early or mid-fall 2004.

3. Timeline.

a. Feb-Dec 2004: All 38 programs will complete development of PH Measures documents and gain approval from the Director of Public Health.

b. Apr 2004: Complete the revision of PH Measures document to include more detail on the integration of population-level goals with evidence-based strategies, specific program roles, and performance goals. During Apr-Dec 2004, incorporate the revision in new plans and update previously approved documents.

c. October 2004: Begin entering PH Measures documents into a new web-based MyPHD application that will automate management and reporting on this activity. When completed, all program documents, measures, and associated results will be available for review by all within the organization.

4. Progress

a. The current form of the Public Health Measures document is a major achievement, and is the best available tool nationwide for public health programs to link population goals with program performance and measurement.

b. Six (6) of thirty-eight (38) programs have PH Measures documents that have been approved by the Director of Public Health. Most programs have a document in development. Some programs have yet to submit a first draft of their document.

c. The web-based application is in mid-development and will be pilot-tested in early or mid-October for program data entry.

d. Organizational training to increase awareness of this initiative has reached all senior managers. Continuing efforts will target all PH employees so they are knowledgeable and empowered to use the web-based tool for their own uses.

Jeffrey D. Gunzenhauser, MD, MPH  
Acting Director, Office of Quality Assurance  
(213) 250-8688 / <mailto:jgunzenhauser@ladhs.org>