



York Region Public Health Branch Balanced Scorecard 2007

**Presentation to
Health and Emergency Medical Services
Committee**

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The balanced scorecard provides an overall picture of the mandate and performance



- ❑ Categorizes performance measures into four quadrants
- ❑ Originally a business tool
- ❑ Adapted to many sectors, including public health

The balanced scorecard has been recommended for public health in Ontario



- ❑ Proposed by the Institute for Clinical Evaluative Sciences (ICES)
- ❑ Customized approach for public health, comparable to key performance indicators
- ❑ Recommended by Capacity Review Committee
- ❑ In 2008, provincial task group convened to develop public health performance measurement template

The four quadrants of the public health balanced scorecard



Participatory process used to select quadrant indicators



- ❑ Involved staff from public health programs, Business Services, other departments, as well as observers
- ❑ Focused on key activities
- ❑ Indicator selection criteria: usefulness, simplicity, representativeness, completeness, availability

Quadrants populated with indicators that answered key questions



- ☐ Who does York Region Public Health serve?
- ☐ What are their health needs?
- ☐ What is the mandate of public health?
- ☐ What are our key activities and are they effective?
- ☐ How are resources distributed?
- ☐ How are we engaging the community?
- ☐ How do we identify and respond to emerging issues?

The 2007 balanced scorecard report organizes key activities into five themes



- ❑ Control and Prevention of Infectious Disease and Health Hazards



- ❑ Reproductive Health and Infant/Early Childhood Development



- ❑ Chronic Disease and Injury Prevention



- ❑ Nutrition and Physical Activity



- ❑ Inclusivity, Immigration and Population Growth

Methods of comparison



- ❑ Trends over time



- ❑ Provincial averages



- ❑ Peer groups



Sample Balanced Scorecard Indicators

Health Determinants and Status Quadrant



	York Region	Ontario
Adult (20+ years) smoking rate (2005)	17.2%	22.2%
Hospitalization rate for unintentional injury - children and youth (2006)	158.7 per 100,000	234.5 per 100,000
Vaccine preventable disease incidence rate (2006)	24.8 confirmed cases per 100,000	11.4 confirmed cases per 100,000
Percentage of the population aged 12+ years that were physically active or moderately physically active (2005)	53.1%	52.9%
Percent of recent and expecting mothers (aged 18-49 years) who took folic acid supplementation prior to becoming pregnant (2006)	59.0%	NA

Sample Balanced Scorecard Indicators

Resources and Services Quadrant



	Value
Total number of child daycare infection control audits conducted per year (2007)	764
Total number of Chronic Disease and Injury Prevention health promotion events per year (2007)	737
Number of children receiving dental screening school entry to grade 8 (2006)	69,244
Total number of sexually transmitted infection case investigations per year (2007)	2,184

Resources and Services Quadrant



- ❑ Program areas reported on reach and effectiveness
- ❑ Business services reported on resource distribution between programs by FTEs and allocated budget

Sample Balanced Scorecard Indicators

Community Engagement Quadrant



	Value
Proportion of current programs that consulted target populations in needs assessments (2007)	47%
Proportion of current programs that involved client satisfaction component in the past year (2007)	56%
Total number of media encounters (e.g. Rogers daytime segments, media requests, TV interviews, newspaper articles) per year (2007)	354
Proportion of current programs that have undergone formal evaluation (i.e. completed) (2007)	22%
Total number of published products describing health status produced per year (2007)	26

Sample Balanced Scorecard Indicators

Integration and Responsiveness Quadrant



	Value
Total number of public health emergency response plans reviewed and created for different topics (2007)	5
Total number of emergency exercises per year (2007)	6
Total number of emergency preparedness core competency training sessions per year (2007)	5
Total number of public health staff attending emergency preparedness core competency training sessions per year (2007)	362
Total number of meetings with internal stakeholders to plan emergency response (2007)	11

Intention: indicators will become more informative through comparisons

- ❑ Trends within York Region
- ❑ Comparisons with provincial averages
- ❑ Comparisons with peer groups, if we get uptake



Intention: indicators will be refined through evaluation and feedback



- ❑ Informed decision-making to better align mandate, activities, and resource allocation
- ❑ Improved transparency and accountability
- ❑ Return on investment