

Vital Statistics and Request for Records 3

VSRR 3: Average number of days for health department staff to process citizen's vital statistics records through any means of request

Why measure this?

This indicator will inform health department leaders about the timeliness and ability of their staff and systems to process and produce health documentation at the request of the public.

Measurement specifications: Total number of days taken to process citizens' requests for documentation divided by the total number of citizen requests for vital statistics records within a 3-month period.

PHAB Alignment

1.2: Collect and maintain reliable, comparable, and valid data that provide information on conditions of public health importance and on the health status of the population

9.2: Develop and implement quality improvement processes integrated into organizational practice, programs, processes, and interventions

This indicator provides health department leadership with information on the timeliness and quality of data to provide information on conditions of public health importance as well as demonstrate attentiveness to implementing performance management and quality improvement processes.

Reporting Period: Quarterly

Operational Definitions

Citizen's requests for health documentation: The public may request copies of vital records such as certified copies of birth, death, marriage, fetal and still death certificates through any legal method (e.g., by mail, in person, or online).

Days for health department staff to process: The number of business days that it takes to produce an official copy of the requested documentation. The production time would start from the day the request is received to the day the documentation is posted to be mailed or picked up by the citizen at the appropriate health department office.

Quarterly: This indicator should be reported every 3 months during a health department's 12-month cycle (i.e., fiscal year, grant year, or calendar year).

Possible data sources: Health department vital records database.