

Human Capital Indicator 9

HC 9: Proportion of health department employee performance evaluations complete on-time

Why measure this?

Reviewing employee performance is critical to understanding current capacity and planning for future needs. To assess employee performance, regular performance evaluations should be scheduled and completed. Completing performance evaluations also shows employees that their supervisors are serious about, and dedicated to, their personnel.¹ Evaluations should be aligned with agency guidelines and individual work plans for optimal utility.

Measurement specifications: Number of health department employee performance evaluations complete on-time divided by the total number of health department employees within a 12-month reporting period.

Reporting Period: Annually

PHAB Alignment

11.1.5 A: A human resource function

This indicator contributes to the PHAB measures as a well-defined and structured human resources system is important for any organization, providing the processes to hire, manage, evaluate, and improve performance of personnel.

Operational Definitions

Health department programs: In the context of this indicator, health department programs may include a focus on: (1) prevention and health promotion (e.g., tobacco, HIV, nutrition, injury, physical activity, sexually transmitted disease counseling, diabetes, hypertension, violence, unintended pregnancy, childhood and adult immunizations, environmental epidemiology, newborn screening, and emergency preparedness); (2) clinical and diagnostic services (e.g., access to health care, screening for disease conditions, treatment for diseases, and laboratory services); and (3) surveillance and regulatory functions (epidemiology, surveillance, and professional licensure). Health departments may also provide technical assistance, training, research and evaluation services for any and all of these program areas. Programs should have at least one staff person assigned and represent a discrete area of agency focus.

Employees' performance evaluations: A performance evaluation is an assessment and review of a worker's job performance over the past 12 months in which a manager or supervisor examines and evaluates an employee's work behavior by comparing it with preset standards.²

¹County of Los Angeles Department of Health Services, Public Health Report Card. Available at <http://publichealth.lacounty.gov/qi/docs/Report%20Card%20PH%202004%20Blank.pdf>

² <http://humanresources.about.com/od/glossary/e/evaluation.htm>

Completed on-time: The performance evaluation was completed, reviewed, and filed by the predetermined deadline provided by the program/health department's human resource department.

Annually: This indicator should be reported during a health department's 12-month cycle (i.e., calendar year, fiscal year, etc.).

Possible data sources: Health Department Human Resource database/records.