

CLEAR IMPACT

SCORECARD CASE STUDY: VERMONT DEPARTMENT OF HEALTH

Providing Transparency and Accountability to the People of Vermont

WHAT THEY'RE SAYING

“From the standpoint of public health as a field, the focus is always on the population. It has, therefore, not been a great leap for us to incorporate a new tool which helps us track data and make decisions with regard to all of our major strategic initiatives and across all sectors. The Scorecard is an integral part of our ability to display and share across our network and assists programs to gauge their own progress towards achieving our population goals. The Scorecard also aligns well within the RBA framework we utilize to prompt data-driven decision-making. We encourage all of our program managers and leaders to use the Scorecard to help them make decisions – using the data and the narrative to tell their story – and, as a web-based solution, the Scorecard provides an opportunity to communicate consistently with partners – in and out of the state government”.

VERMONT’S STORY

Clear Impact Scorecard helps Vermont Department of Health provide transparency and accountability to the people of Vermont.

The Healthy Vermonters 2020 initiative uses the Results-Based Accountability approach to document the health status of the state’s residents and define the Results the Department of Health intends to achieve by the end of the decade. The Clear Impact Scorecard enables the health department to share with the public live, real-time scorecards that capture all of this information through the *Healthy Vermonters Toolkit* on their website.

More than 100 intended Results are identified in the plan within the following focus areas:

Family Planning Maternal & Infant Health Early Childhood Screening School-age Health Older Adults Access to Health Services Immunization & Infectious Disease Oral Health Mental Health Alcohol & Other Drug Use	Nutrition & Weight Physical Activity Injuries Environmental Health Heart Disease & Stroke Cancer Diabetes Respiratory Disease Arthritis & Osteoporosis HIV, AIDS & STDs
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Tobacco Use	Public Health Preparedness
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Each intended Result is monitored by a number of *Population Indicators* – measures for which the health department, with state government and community partners, share responsibility for making change. (E.g. Smoking prevalence among Vermont Residents) All Healthy Vermonters 2020 indicators are available for the public to see via the Clear Impact Scorecard.

WHAT THEY'RE DOING

Defining the Results Vermont wants to achieve and the indicators to monitor them is only half the battle – Clear Impact Scorecard also helps the Department of Health collect and share performance data for the programs and services in place to help achieve those Results.

Each scorecard in the *Healthy Vermonters Toolkit* also contains information on the programs that the Health Department has in place to help achieve the intended Results, and a set of Performance Measures for that program. *Performance Measures* are measures for which the Health Department programs are responsible for the performance of interventions that, over time, will improve health, as reflected in the population indicators (such as reduced smoking prevalence). (E.g. Percentage of smokers registered with the Vermont Quit Network)

Performance Measures are designed specifically for each program, and aim to communicate:

- How much the program is doing;
- How well it is doing it; and
- If anyone is better off.

By collecting and sharing this information with the public via the Clear Impact Scorecard, Vermont Department of Health has identified themselves as leaders in the new culture of accountability and transparency that is growing among government agencies.

ONE OF THE FIRST STATES TO BE NATIONALLY ACCREDITED BY THE PUBLIC HEALTH ACCREDITATION BOARD

On June 19, 2014 Health Commissioner Harry Chen, MD announced the news that Vermont had become one of the first five state health departments to receive national public health accreditation. The accreditation process has challenged the Health



Department to think critically about the way they work to protect and promote the health of Vermonters. It allows them to identify processes where improvements are needed, and it has given them the opportunity to strengthen their culture of continuous quality improvement.

Clear Impact Scorecard helps Vermont fulfill PHAB's performance management system requirement. Community health assessments and improvement plans are also important prerequisites for PHAB accreditation. Vermont uses Clear Impact Scorecard to organize and share their [State Health Improvement Plan](#) scorecard publicly on their website so that visitors can get an overview of strategies and planned interventions designed to impact health priorities.

To view Vermont's Public Health Scorecards, visit <https://www.healthvermont.gov/about/performance>

To view the original case study on the Clear Impact website, visit <https://clearimpact.com/scorecard/case-studies/vermont-department-health/>

