

Services and Enterprise Support Administration

Department of Social and Health Services

Strategic Plan Metrics
2019-2021

Services and Enterprise Support Administration

Increase Organizational Efficiency, Performance and Effectiveness

[OPCI1.1](#) DSHS performance on employee survey questions

[OAX.1](#) Overpayments issued based on Office of Fraud and Accountability investigations

[OPR1.1](#) Number of reportable confidential data breaches per year

Increase Organizational Efficiency, Performance and Effectiveness

DSHS performance on employee survey questions

Always or Almost Always



SUMMARY

- Updated discussion and action plans are located in the SESA strategic plan.

DATA SOURCE: Research and Data Analysis; supplied by John Rogers.

MEASURE DEFINITION: Percent responding "Always" or "Usually" to survey question.

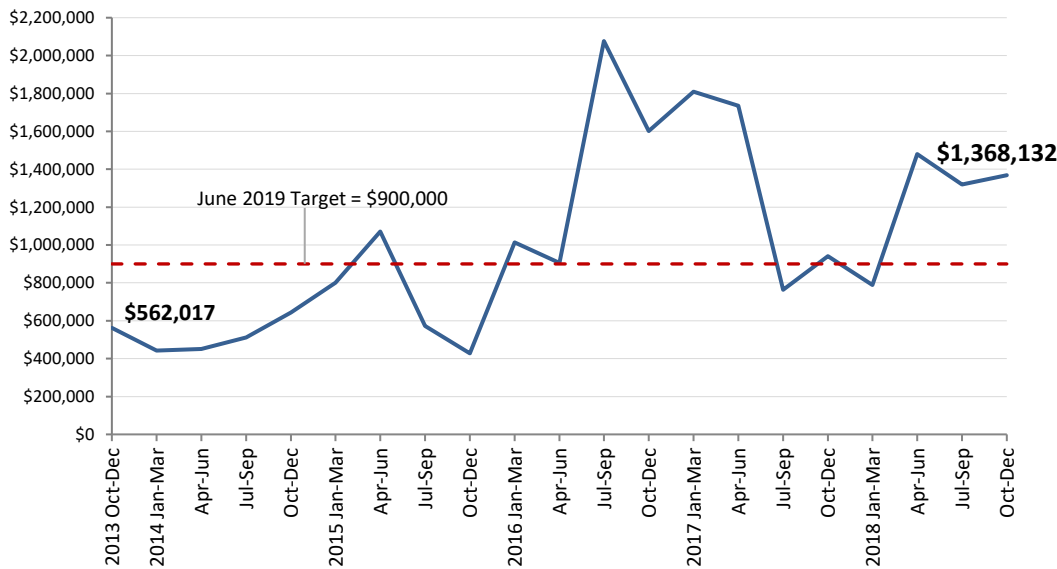
DATA NOTES: 1 A reorganization of DSHS occurred. Effective July 2018, CA moved to DCYF. Sections of BHA moved to HCA. Effective July 2019, JR and OJJ will move to DCYF. 2 These survey results represent DSHS post reorganization: excluding CA, JR, OJJ, and sections of BHA. *Click below for additional data notes.*

TO DATA: <https://www.dshs.wa.gov/data/metrics/OPCI1.1.xlsx>

Maintain fiscal stewardship

Overpayments issued based on Office of Fraud and Accountability investigations

The amount of overpayments issued each quarter



SUMMARY

- Since its creation in SFY 2011, the Office of Fraud and Accountability (OFA) has increased overpayment identification when compared to SFY 2010.
- OFA continues to refine triaging of investigations to ensure that cases involving greatest financial risk are assigned higher investigative priority.
- The updated action plan for this measure is located in the SESA strategic plan.

DATA SOURCE: OFA's Overpayment Database (Opstats.mdb)

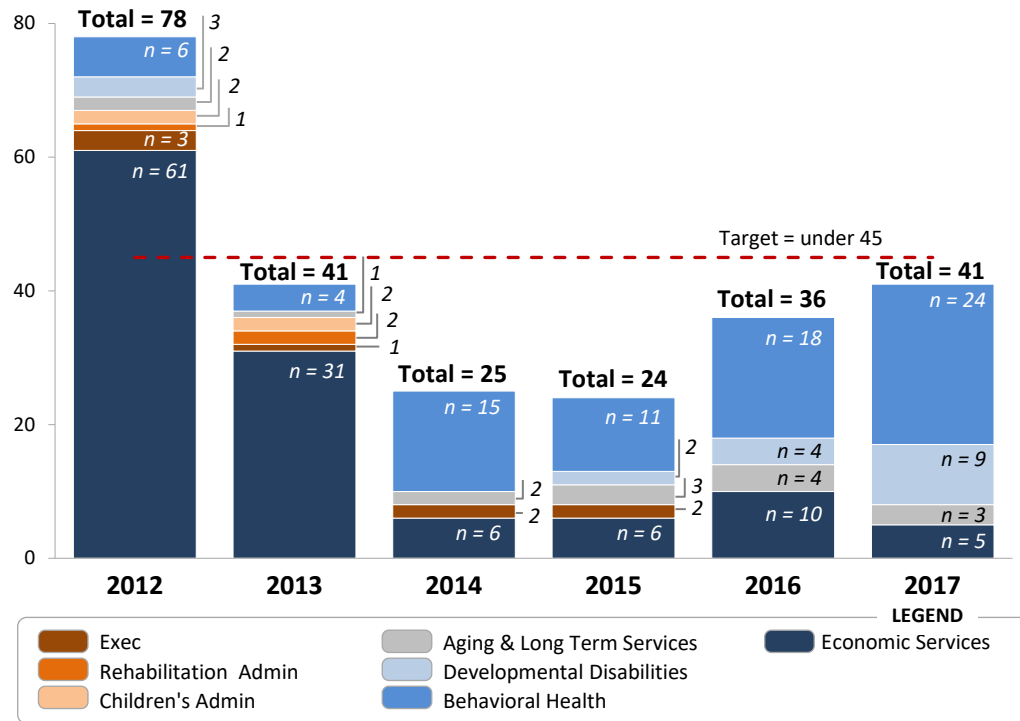
MEASURE DEFINITION: The amount of overpayments issued each quarter based upon the investigations conducted by Office of Fraud & Accountability

DATA NOTES: 1 Overpayments are identified dollars not recovered dollars.

TO DATA: <https://www.dshs.wa.gov/data/metrics/OAX.1.xlsx>

Increase Organizational Efficiency, Performance and Effectiveness

Number of reportable confidential data breaches per year



SUMMARY

- DSHS holds large volumes of confidential client data, which must be protected from unauthorized release and breaches in confidentiality laws and rules. Any unauthorized release can place the welfare of clients in jeopardy.
- The total number of reportable confidential data breaches decreased from 78 in 2012 to 41 in 2017.
- Updated discussion and action plans for this measure are located in the SESA strategic plan.

DATA SOURCE: Count of "Breaches of Unsecured Protected Health Information" reports submitted by DSHS Administrations at end of calendar year that are determined to be reportable and sent to the OCR by March 1; supplied by Kathryn Ruckle, J.D., Privacy Officer, SESA.

MEASURE DEFINITION: The number of health information confidentiality breaches required to be reported to the Office for Civil Rights (OCR) in the U.S. Department of Health and Human Services.

DATA NOTES: **1** This measure only includes data breaches that are considered reportable under HIPAA. This is the number of breaches per year, not the number of client records released. **2** Counts of confidential data breaches for Eastern State Hospital (ESH) and Western State Hospital (WSH) are included in BHA. **3** From 2014 forward Children's Administration and Rehabilitation Administration are not part of the Hybrid Covered Entity.

TO DATA: <https://www.dshs.wa.gov/data/metrics/OPR1.1.xlsx>