

NMDOH FY19 Annual Performance Report

Type	Measure	FY19 Target	FY19 Result	Met Target	Narrative
Program: P002 (Public Health Division)					
Outcome	Percent of preschoolers (19-35 months) who are indicated as being fully immunized	≥ 65%	63.9%		NMDOH’s Health Immunization Program invoiced all identified insurers and health plans listed by the Office of Superintendent of Insurance for their prorated share of vaccine costs at a projected cost of vaccine of \$14,024,792.80 and successfully collected \$14,021,895.60 that was billed. The Immunization Program distributed flu vaccines to all Vaccines for Children Providers, including 428 schools that participated in the School Kids Influenza Immunization Project. A total of 19,438 doses were administered to school-aged children from kindergarten through high school. Plus, 139 Assessment, Feedback, Incentive, eXchange (AFIX) visits were conducted in FY19, exceeding the target of 100 visits.
Quality	Percent of NMDOH funded school-based health centers that demonstrate improvements in their primary care or behavioral health care focus area	≥ 95%	85%		School-Based Health Centers (SBHCs) in New Mexico continue to serve adolescents with the right care, in the right place, at the right time. Challenges faced by SBHC to meet the 95% target included: provider shortages, school policies and requests to limit the amount of time students are out of class for SBHC visits, and an inability to easily pull data from electronic health records to report on measures. The Office of School & Adolescent Health (OSAH) can provide technical assistance on SBHC workflow and collaboration with schools to improve scheduling efforts. OSAH is also initiating “data digs” to work individually

					with SBHCs to troubleshoot their data challenges and discrepancies to simplify data reporting and reduce inaccuracies.
Exp.	Rate of diabetes hospitalization per 1,000 people with diagnosed diabetes	N/A	162.3		Hospital Inpatient Discharge data, Behavioral Risk Factor Surveillance System data, and inter-census data through 2017, were utilized to estimate the age-adjusted rate of diabetes hospitalization per 1,000 adults with diagnosed diabetes. The hospitalization rate among adults with diagnosed diabetes has been declining over the past five years and there are many factors that may contribute to this decline/improvement.
Outcome	Percent of participants in the National Diabetes Prevention Program that were referred by a health care provider through the agency-sponsored referral system	≥ 50%	29.0%		Diabetes Prevention and Control Program's (DPCP) Diabetes Prevention Coordinator engaged with the following health system partners to gain a better understanding of their current screening and testing processes for adults with prediabetes or at risk for type 2 diabetes: Lovelace Health System, Nor-Lea Hospital District, and San Juan Regional Medical Center. DPCP also worked with its referral system contractor, PAC Software Inc. and Comagine Health (formerly HealthInsight NM) to embed prediabetes workflow processes into electronic health records and referral systems to assist in screening and referring patients with prediabetes to local programs.
Exp.	Percent of third grade children who are considered obese	N/A	20.8% (CY18)		In the fall of 2018, the Obesity, Nutrition, and Physical Activity Program (ONAPA) and its partners completed statewide childhood obesity surveillance by measuring 6,604 kindergarten and third grade students in 56 randomly-selected public elementary schools and, in March 2019, published its New Mexico Childhood Obesity 2018 update. ONAPA and its partners also built support

					for measuring an additional 3,000 students in 31 HKHC schools so these communities would have more comprehensive childhood obesity data.
Output	Percent of children in Healthy Kids, Healthy Communities with increased opportunities for healthy eating in public elementary schools	≥ 65%	98.8%	X	Nearly all of the public elementary school children in Healthy Kids Healthy Communities (HKHC) had access to at least one healthy eating opportunity on an ongoing and regular basis in the 2018-19 school year (including classroom fruit and vegetable tastings, salad bars, edible gardens and fruits and vegetables offered as snacks). This was accomplished by providing comprehensive training and in-depth technical assistance to HKHC coordinators via quarterly statewide trainings on obesity prevention implementation strategies, regional school district wellness policy trainings, on-site visits, and monthly phone calls to discuss successes, challenges and next steps.
Exp.	Percent of adults who are considered obese	N/A	29.2%		With the addition of Federal Supplemental Nutrition Assistance Program Education (SNAP-ED) funding in fiscal year 2016, the Obesity, Nutrition and Physical Activity Program (ONAPA) expanded its reach to the low-income adult population for the first time, specifically those participating in food assistance programs with tribal communities and high-poverty counties. The SNAP-ED program has the greatest potential impact on nutrition and physical activity behaviors with interventions and strategies geared towards low-income women and children.
Exp.	Percent of adolescents who smoke	N/A	10.6% (CY17)		New Mexico youth smoking data for 2019 will not be available until early 2020. The Youth Risk and Resiliency Survey (YRRS) is conducted every two years and is currently in the field (Fall 2019) across the state. The most recent youth smoking rate was

					10.6% and comes from the 2017 YRRS. New national data showed a significant decline in youth smoking between 2018 (8.1%) and 2019 (5.8%) and while NM youth smoking trends typically mirror those in the U.S., we will have to wait until early 2020 to determine if this holds true for 2019 results.
Exp.	Percent of adults who smoke	N/A	15.2%		Smoking among New Mexico adults has reached an all-time low of 15.2% (2018). Smoking has declined by 30% among NM adults since 2011, which translates into about 100,000 fewer smokers in 2018. However, smoking rates have stagnated or not declined as quickly among certain subgroups, including low-income, uninsured, Medicaid-insured and lesbian/gay New Mexicans.
Outcome	Percent of QUIT NOW enrollees who successfully quit using tobacco at 7-month follow-up	30%	31.5%	X	NMDOH's Tobacco Use Prevention and Control reached QUIT NOW enrollees for a 7-month follow-up and found that 31.5% remained quit in FY19, slightly better than the target of 30%. New Mexico's 7-month quit rate for QUIT NOW enrollees continues to track slightly above the 28.7% seen across 37 other U.S. state quitlines.
Output	Percent of New Mexico adult cigarette smokers who access cessation services	≥ 3%	2.7%		NMDOH's Tobacco Use Prevention and Control Program successfully reached 2.7% of adult smokers through its QUIT NOW and DEJELO YA tobacco cessation services in FY19, better than the <i>program's</i> annual target of 2.5%. Although cigarette smoking continues to decline in the state, there are still about 246,000 adult cigarette smokers. Of the remaining smokers, about 2 in 3 have attempted to quit in the past year and 8 in 10 say that they plan on quitting in the next 6-months. The strong interest in smoking cessation among remaining smokers points to a continued

					need and opportunity to reach and serve additional people through QUIT NOW and DEJELO YA.
Exp.	Rate of births to teens aged 15-19 per 1,000 females aged 15-19	N/A	25.2 (CY18)		The most current data available is for CY2018, where the number of births to teens aged 15-19 dropped to 25.2 per 1,000 in CY18.
Output	Number of teens that successfully complete teen pregnancy prevention programming (includes TOP, Project AIM, and ¡Cuídate!)	≥ 350	512	X	In Q1, recruitment was held for Wyman’s Teen Outreach Program (TOP) and Adult Identity Mentoring Project (AIM). During Q2 and Q3, 165 teens completed Project AIM and in Q4, 368 teens completed TOP and 144 teens completed Project AIM. Thus, overall, evidence-based unintended teen pregnancy prevention programming was provided to 512 students in FY19.
Output	Percent of female clients ages 15-19 seen in NMDOH public health offices who are provided most or moderately effective contraceptives	≥ 62.0%	68.6%	X	The Family Planning and Prevention (FPP) Program continues to collaborate with the PHD Medical Director and Family Health Bureau’s Medical Director to support the provision of family planning clinical services. FPP is dedicated to providing family planning clinical services and telemedicine services for reproductive health. Almost 69% of the contraceptives that were dispensed to teens aged 15-19 years old, in local public health offices, were most or moderately effective contraceptive methods, surpassing the 62% goal.
Output	Percent of older adults who have ever been vaccinated against pneumococcal disease	≥ 75%	73% (CY17)		NMDOH’s Immunization program relies on the National Immunization Survey, which is conducted annually by CDC, and has collection lag time, meaning our most recent data point was from 2017. Many factors lead to lower rates of immunization among adults, versus children, such as lack of access to preventive health services, the belief that adult immunizations are unnecessary,

					and the lack of basic knowledge about the high risk of disease linked to pneumonia in the elderly.
Outcome	Number of successful overdose reversals per client enrolled in the NMDOH Harm Reduction Program	.25	.328	X	Through FY19, 32.8% of individuals who were enrolled in the Hepatitis and Harm Reduction Program (HHRP) reported at least one successful overdose reversal utilizing naloxone provided by the HHRP. This was accomplished through naloxone distribution and overdose prevention education operated out of syringe service programs, located in both public health offices and contracted community partners throughout the state. In FY2019, the program conducted 10,488 sessions with syringe service program participants or those around them, this is an increase of over 110% from FY18. The number of successful reversals also increased in FY19 with 3,532 successful reversals being reported, an increase of 117% from FY18.
Type	Measure	FY19 Target	FY19 Result	Met Target	Narrative
Program: P003 Epidemiology and Response Division					
Outcome	Percent of vital records front counter customers who are satisfied with the service they received	≥ 95%	99.33%	X	The Bureau of Vital Records and Health Statistics was able to meet all of its milestones and more importantly achieved a 99.325% satisfactory percentage rating from front desk customers. Included this year were results from not only the Santa Fe Office but also the Albuquerque Midtown Office. This addition of the Midtown Office allows for a better pool of responses from two customer bases. Customer service has also been improved by providing numerous events throughout the state where the Vital Records staff travel to different parts of the state to offer specialized services. These events allowed Vital Records to

					serve over 1,000 persons by taking the service to their communities.
Exp.	Rate of drug overdose deaths per 100,000 population	N/A	26.6 (CY18)		The current epidemic of overdose deaths nationally, has been driven by the increased use and misuse of opioid pain relievers. Almost 500 New Mexicans die of drug overdose every year, with the highest death rates among people aged 35-54 living in rural areas.
Outcome	Percent of retail pharmacies that dispense naloxone	≥ 67%	82.9%	X	Based on the Board of Pharmacy list of retail pharmacies provided for FY2019, the percent of retail pharmacies dispensing naloxone was 82.9% (306/369 pharmacies) in FY19. Data are based on Medicaid claims for naloxone dispensed through FY19. These data, therefore, do not include claims paid by other health insurance or by the patient themselves. In FY19, DOH worked to identify retail pharmacies that had not submitted Medicaid claims for naloxone, collaborated with the Board of Pharmacy to narrow down the list, and contracted with the University of New Mexico College of Pharmacy, for training of the identified pharmacies.
Outcome	Percent of opioid patients also prescribed benzodiazepines	≤ 10%	11.7%		The fraction of opioid patients who were also prescribed benzodiazepines (for 10 or more days) has been steadily, and increasingly, declining over the years. The Prescription drug overdose prevention program (PDOPP) has been working with the professional licensing boards and providing professional education via academic detailing to reduce the practice of co-prescribing opioids and benzodiazepines, with improving results. More than half (57% in FY19, up from 53% in FY14) of the patients co-prescribed opioids and benzodiazepines are chronic patients with 90 or

					more days of supply of the pair in 6-months, and many of those have been on the combination long-term. Since both drug classes have significant withdrawal syndromes, chronic patients must be tapered slowly.
Exp.	Rate of alcohol-related deaths per 100,000 population	N/A	70.3 (CY18)		Alcohol-related deaths include deaths due to 54 conditions ranging from alcohol-related motor vehicle traffic crash deaths and alcohol liver disease, to alcohol poisoning and some cancers. Combined, alcoholic liver disease and cirrhosis make up more than a third of alcohol-related deaths in New Mexico, where four people die of alcohol-related causes every day.
Outcome	Percent of county and tribal health councils that include in their plans evidence-based strategies to reduce alcohol-related harms	≥ 12%	18%	X	NM met the goal of 12% of community health councils having alcohol strategies. This is based on a survey and follow-up calls. Additional community health councils are considering adding alcohol strategies for the coming year. Although this goal was met, the alcohol-related death rate increased in CY2018. The overall goal for CY18 was <58.5 and the actual CY18 rate was 70.3. This is up from CY17 when the alcohol-related death rate was 66.8.
Exp.	Rate of fall-related deaths per 100,000 adults, aged 65 years or older	N/A	93.9 (CY18)		Falls are the leading cause of fatal and non-fatal injuries for Americans aged 65 years and older. New Mexico's fall-related death rate was 1.5 times greater than the U.S. rate in 2016. Evidence-based fall prevention programs have been proven to reduce falls, and with 95 evidence-based fall prevention instructors in 16 NM counties and 14 American Indian Pueblos, over 500 older adults have completed a fall prevention program.
Output	Number of health care providers who have received training in the use of the STEADI fall prevention toolkit	175	136		The Adult Falls Prevention Program trained a total of 136 health care professionals in the use of the STEADI Falls Prevention Toolkit in FY19. The

					<p>program hired a contractor to conduct the trainings and the goal to reach 175 individuals fell short by 39. One of the contract goals was to conduct STEADI trainings in underserved areas of the state; this led to the unintended consequence of the contractor not reaching as many participants as initially projected. The Adult Falls Prevention Program will continue to work with contractors to conduct trainings for health care professionals in the use of the STEADI Falls Prevention Toolkit and other evidence-based falls risk assessment interventions</p>
Exp.	Rate of cardiovascular disease death rate per 100,000 population	N/A	193.0		<p>In 2017, heart disease was the leading cause of death in New Mexico, at 20% of all deaths. Stroke mortality rates were significantly higher for older age groups but there were no significant differences between racial/ethnic groups for stroke mortality.</p>
Outcome	Percent of NM hospitals certified for stroke care	≥ 20%	16.2%		<p>Although the Emergency Medical System (EMS) Bureau's Stroke Program did not meet the goal for FY19, there has been significant progress made in recruiting hospitals to begin the stroke certification process. This process can take 6-months to over a year depending on a hospital's staffing and capabilities to meet the certification requirements. The EMS Bureau anticipates the addition of at least 2 hospitals to become certified in a level of stroke care by the end of FY20 as long as no unforeseen obstacles arise. The EMS Bureau also continues to search for hospitals who would be appropriate for participation as a stroke care facility. It is anticipated that the number of qualified facilities will increase as hospital groups continue to develop their repertoire of services.</p>

Exp.	Percent of self-reported sexual assaults	N/A	24.8		According to the 2015 National Intimate Partner and Sexual Violence Survey (NIPSVS), 19.5% of women in New Mexico have been raped during their lifetime, and 34.4% have been victims of rape, physical violence, and/or stalking by an intimate partner. NIPSVS data show that sexual violence in youth, without appropriate trauma-informed interventions, can result in immediate and lifelong consequences.
Output	Number of New Mexicans who have completed an evidence-based or evidence-supported sexual assault primary prevention program	3,800	9,890		The NMDOH Epidemiology and Response Division, Sexual Violence Prevention Program works with partners throughout the state to provide education to youth and adults who work with youth for the primary prevention of sexual violence. Due to their efforts, along with a one-time allocation of additional funding, the Sexual Violence Prevention Program's community partners exceeded the quarterly targets during the fiscal year. As a result, the program surpassed the year-end target by almost 300%. The Sexual Violence Prevention Program will continue to work with partners to increase the number of New Mexicans who have completed evidence-based or evidence-supported sexual assault primary prevention programs.
Exp.	Rate of suicide per 100,000 population	N/A	24.8 (CY18)		Over the past decade, suicides in New Mexico have increased by 33%, compared to the U.S. at 21%. In 2018, the rate of suicide in New Mexico was 24.8 deaths per 100,000 residents, an increase from 23.2 deaths per 100,000 residents in 2017, and a trend consistent with increasing rates across the United States.
Output	Number of community members trained in evidence-based suicide prevention practices	≥ 70	490	X	Four hundred and ninety community members received suicide gatekeeper training in FY19

					offered by the Department of Health's Office of Injury Prevention and the Office of School and Adolescent Health staff members. These programs included the <i>Question, Persuade, and Refer</i> training, <i>Youth Mental Health First Aid</i> , and <i>Counseling on Access to Lethal Means</i> .
Exp.	Rate of pneumonia and influenza deaths per 100,000 population	N/A	14.2 (CY18)		Pneumonia and influenza (P&I) infections are the eighth leading cause of death in the U.S. and 10 th leading cause of death in New Mexico. Influenza causes more than 200,000 hospitalizations and 36,000 deaths nationally each year. P&I infections have decreased over the last 10 years, recognizing the importance of influenza anti-viral medications in preventing influenza-related deaths.
Output	Percent of the New Mexico population served during mass distribution of antibiotics and/or vaccinations through public/private partnerships in the event of a public health emergency	≥ 18%	14.8%		The major focus of activity this fiscal year has been working with state agencies who have not yet partnered with NMDOH and identifying their critical staff, to develop plans for the mass distribution of antibiotics or vaccinations to those state agency staff in the event of an emergency. Despite missing a Q2 deliverable all other deliverables were met, and additional agencies identified exceeding the quarterly requirements. The Fiscal Year goal established was not met overall but was an ambitiously set target.
Type	Measure	FY19 Target	FY19 Result	Met Target	Narrative
Program: P004 Scientific Laboratory Division					
Efficiency	Percent of blood alcohol tests from driving-while-intoxicated cases that are completed and reported to law enforcement within 15 calendar days	≥ 90%	22.85%		The number of cases reported to law enforcement within 15-calendar days did not meet the target and is a 51% decrease from FY18. In the 4 th quarter, the number of calendar days to report was increased to 30-days because, 1) the 15-day

					limit was an arbitrary deadline that was not based on client needs, 2) testing staff also serve as expert witnesses for court cases, and 3) newly hired staff needed to be trained in testing and case review procedures. The revised turn-around time is a more appropriate estimation of testing requirements and still meets law enforcement needs. In the 4 th quarter, the laboratory reached 55.25% of cases reported within the 30-day target and expects to continue the upward trend in FY20.
Type	Measure	FY19 Target	FY19 Result	Met Target	Narrative
Program: P006 Facilities Management Division					
Efficiency	Percent of eligible third-party revenue collected at all agency facilities	≥ 93%	78.2%		The target of 93% was not met for FY19, and the result of 78.2% was not an improvement over FY18's 86% result. All Facilities are making every effort to fill vacated positions and train new staff as quickly as possible as well as address claim rejections and contractual issues with Managed Care Organizations and the NM Human Services Department.
Quality	Number of significant medication errors per 100 patients	≤ 2.0	2.4		This was the first reporting year for this measure and although the target was just missed for FY19, the Facilities continue to work toward reducing and preventing significant medication errors by monitoring actual and potential medication errors that occur/may occur and providing training to improve the medication use system.
Outcome	Percent of residents (SATC & NMBHI Care Unit) who are successfully discharged	≥ 80%	78.4%		The was the first reporting year on this measure and although the target of 80% was not met for FY19, the New Mexico Behavioral Health Institute CARE Unit, and Sequoyah Adolescent Treatment Center continue to review the admissions screening process to ensure residents are

					appropriately admitted and treatment teams continue to provide support services needed for successful discharging of residents.
Quality	Percent of long-term care residents experiencing one or more falls with major injury	≤ 0.5%	3.9%		The target of .5% was not met for FY19, but the result of 3.9% was the same as in FY18. DOH Facilities and treatment teams continue to elevate every fall to help determine the root cause and then incorporate interventions such as closer observation, assistance with transfers, etc. into the treatment plan. Requests for further analysis and action plans are also made to the Falls Prevention Committees to ensure resident safety and reduce the number of falls.
Type	Measure	FY19 Target	FY19 Result	Met Target	Narrative
Program: P007 Developmental Disabilities Support Division					
Efficiency	Percent of developmental disabilities waiver applicants who have a service plan in place within 90 days of income and clinical eligibility	≥ 90%	87%		At the end of FY19, 74 of 85 individuals had a service plan in place within 90-days of income and clinical eligibility. These individuals were part of the allocation group, made possible by the FY19 appropriation, and those individuals allocated due to attrition. As expected, this is a significant increase from FY17 and FY18. The increase is due to an improved internal tracking process and better communication with external partners.
Outcome	Percent of adults on the DD Waiver who receive employment supports	≥ 35%	27%		NMDOH's Developmental Disabilities Supports Division (DDSD) continues to promote the values of employment first and community inclusion as well as supporting informed decision-making related to employment and decisions about other life areas. The Employment First Policy, originally instituted in 2016, was incorporated into the Developmental Disabilities Waiver Standards in March 2018. Each team member plays a role in

				<p>promoting employment and reducing barriers. Partners for Employment (PFE) a collaboration between DDS, the Division of Vocational Rehabilitation (DVR) and the University of New Mexico, Center for Development and Disability (UNM/CDD) continues its work and has adopted a master training plan through FY20. PFE has rolled out a hybrid online/in person training series called the College of Employment Services (CES) developed by the Institute for Community Inclusion (ICI), UMass Boston. PFE also offers other training and workshops focused on Discovery training, Job Development and Systematic Instruction. The combination of training, certifications and workshops are designed to raise the level of professionalism and build knowledge in multiple stakeholder groups. The goal is to build instate capacity for both entry level staff and seasoned staff to increase employment outcomes in New Mexico.</p>
Exp.	Number of individuals receiving developmental disability waiver services	N/A	4,638	<p>The Developmental Disabilities Waiver (DDW) program serves as an alternative to institutional care. DDW provides a variety of services for people with Intellectual or Developmental Disabilities (I/DD). In FY19, DDS had 4,638 persons receiving DDW services.</p>
Exp.	Number of individuals on the developmental disabilities waiver waiting list	N/A	5,064	<p>In New Mexico, the Home and Community-Based Services Waivers waiting list, includes the Developmental Disabilities (DD) and Mi Via Waivers. The current average wait time for waiver services is over 13-years as individuals are offered waiver services as funding for allocation slots become available. Currently, 5,064 individuals are awaiting waiver services.</p>

Type	Measure	FY19 Target	FY19 Result	Met Target	Narrative
Program: P008 Health Certification Licensing and Oversight Division					
Outcome	Rate of abuse for DD waiver and Mi Via waiver clients	≤ 8%	10.6%		In calendar year 2018, there were 313 substantiated cases of ANE with an average Waiver population of 4,619 individuals, indicating an abuse rate of 6.8%. This represents an overall decrease from 2017 of .04%. As a result of reducing the backlog of cases, Incident Management Bureau was anticipating an increase in substantiated cases of ANE as cases are not counted until the case is closed, a higher percentage of closed cases results in a higher number of substantiated cases. Thus, the FY19 “increase” in the DD Waiver abuse rate is directly related to the elimination of the IMB backlog. These cases would normally have been completed during the fiscal year, but because they were backlogged, the cases are just now being closed, which artificially increases the abuse rate. IMB investigators are now currently on target to complete current cases within required timeframes.
Outcome	Rate of re-abuse for DD waiver and Mi Via waiver clients	≤ 16%	7.3%	X	It is important to measure repeat abuse, neglect, and exploitation (ANE) because many individuals are unable to recognize danger, understand their rights, and protect themselves. Repeat ANE of individuals with Intellectual/Developmental Disabilities I/DD has a direct impact on their quality of life. In 2016, the re-abuse rate was 18.5%, in 2017 the re-abuse rate was 6.1%. In calendar year 2018, the re-abuse rate was 6.0%. Re-abuse is counted as an individual with more than one substantiated case in a 12-month period.

					The re-abuse rate declined by 0.1%. In calendar year 2018, 19 individuals were the victim of a second or subsequent incident of ANE, out of a total Waiver population of 4,613.
Output	Percent of New Mexico's nursing home population who have received or who have been screened for influenza immunizations	≥ 90%	92%	X	Nursing home residents are at high risk due to their health, medical status, age, and other factors for severe symptoms and complications of influenza including hospitalization and death. Residents who receive an immunization are less likely to get influenza and will have less severe symptoms. The Health Facilities shall continue to remain in compliance with the Centers for Medicare and Medicaid Services on immunization standards.
Output	Percent of New Mexico's nursing home population who have received or who have been screened for pneumococcal immunizations	≥ 90%	89.2%		Pneumonia highly affects adults 65 and older and is one of the most common illnesses in nursing homes, due to its ability to spread through the air in a community setting. Getting the proper vaccine can protect older adults against 23 types of pneumococcal bacteria, leading to improved health and wellness as well as a higher quality of life. The Health Facilities shall continue to remain in compliance with the Centers for Medicare and Medicaid Services on immunization standards.
Exp.	Percent of long-stay nursing home residents receiving psychoactive drugs without evidence of psychotic or related condition	N/A	17.2%		Antipsychotic medication may contribute to falls, withdrawal, and other behaviors that harm a resident's health or quality of life. Therefore, it is important we work toward eliminating use of these psychoactive drugs among New Mexican patients who don't have evidence of psychotic or related conditions.

Type	Measure	FY19 Target	FY19 Result	Met Target	Narrative
Program: P787 Medical Cannabis Program					
Quality	Percent of complete medical cannabis client applications approved or denied within thirty calendar days of receipt	≥ 99%	99%	X	Patient enrollment increased from 54,857 patients at the end of FY18 to 74,100 patients at the end of FY19. MCP printed 76,747 patient registry ID cards, which includes new and re-enrolling patients. Ninety-nine percent of all patient cards were printed within 30-days of receipt of a completed application. The average processing time for patient cards was 21-days.
Efficiency	Percent of registry identification cards issued within 5 business days of application approval	≥ 99%	99%	X	Patient enrollment increased from 54,857 patients at the end of FY18 to 74,100 patients at the end of FY19. MCP printed 76,747 patient registry ID cards, which includes new and re-enrolling patients. Ninety-nine percent of the patient registry ID cards were printed and mailed within 5-days of application approval.

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