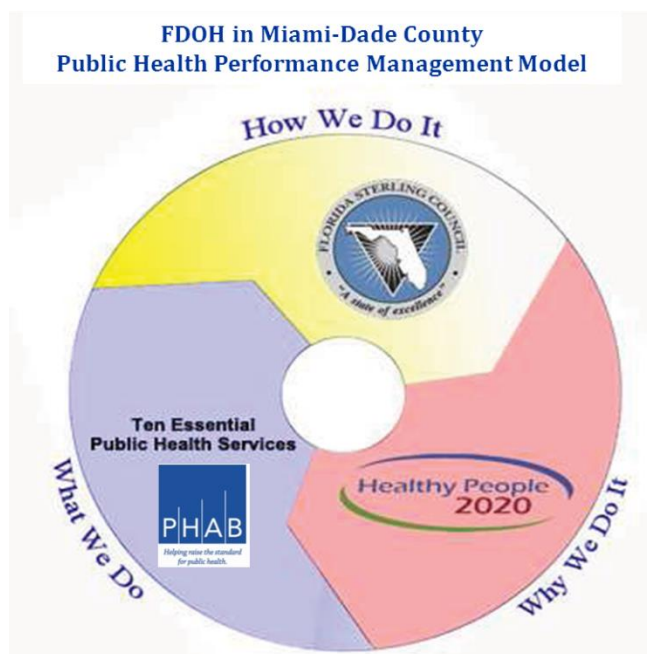


## Florida Department of Health in Miami-Dade County



*The Florida Department of Health in Miami-Dade County's Performance Management Model is a "big picture" representation of the agency's Public Health Performance Management Model*

### **About the Florida Department of Health in Miami-Dade County's Performance Management System**

The FDOH in Miami-Dade County's performance management efforts have been guided by the Sterling Criteria for Organizational Performance Excellence since 1998. The management framework is based on the nationally recognized Baldrige model and has been an integral part of the agency's improvement and excellence throughout the years. The organization's Performance Management System has many components, all of which are geared toward meeting the 10 Essential Public Health Services, and the targets set by Healthy People 2020 (as shown in the model above). The use of the Sterling framework helps determine current capabilities, strengths, and needed improvement in each of seven Baldrige areas; including overall performance trends, improvement practices in health department services, community health and mortality indicators, contractor performance, financial performance, employee satisfaction, customer satisfaction, and other areas. The department has used Health Information Technology to assist these efforts, and implemented software for a Results Scorecard to track key programmatic and agency-wide process indicators. Each of the indicators is updated and tracked on a monthly basis and reviewed to track progress and identify areas for improvement. The Performance Management and Quality Improvement Committee (PMQI) works on centralizing, monitoring and disseminating all department-wide performance management and quality improvement information and making sure that all of the elements of the performance management system are being monitored and addressed continuously. The strategic merging of the components described above have served as the foundation for the Public Health Performance Management System that has led and continues to lead the agency toward success.

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