

Building and Improving a Performance Management System

A One-day Workshop for Public Health Agencies by the Public Health Foundation (PHF)

Purpose: The goal of this interactive session is to give public health agency managers and staff practice working with a performance management (PM) system model so they can start to develop or improve an organization-wide PM system in their agency. Many agencies monitor population health data to assess needs, develop health improvement plans, suggest policies, or identify and respond to hazards. But few concurrently analyze operational performance data to improve performance of programs, services, and partnerships in ways that advance population health. Also, while many public health agencies have used quality improvement (QI) techniques to improve narrowly-defined processes, few have built upon that experience to use performance data systematically to make performance improvement part of their regular operations and culture. Interest in PM systems has increased with their inclusion in Public Health Accreditation Board (PHAB) standards. This workshop helps public health agencies act on that interest.

Who Should Attend: State, tribal, local, or territorial public health agencies:

- Executives, managers, and staff interested in developing or improving a PM system, or making QI a systematic agency-wide process within a PM system
- Performance Improvement Managers
- Managers and staff responsible for helping the agency meet PHAB standards.

Learning Objectives: After participating in this workshop, participants will be able to:

- Use a PM System model based on QI principles, the Essential Services of Public Health, and the domains of PHAB to structure a PM system for their public health agency
- Help agency program managers develop goals, objectives, performance measures, and QI Plans in ways that support improving health outcomes
- Target engagement of key stakeholders to help make PM system development successful.

Content and Process: PHF consultants will present a PM system model organized as a “Plan-Do-Check-Act” (PDCA) QI cycle that incorporates the elements of the “Turning Point” framework for public health performance management as well as health assessments, health improvement plans, and strategic plans. Participants will use tools provided to develop draft goals, objectives, performance measures, and a QI Plan for a public health program. They will use a “driver-outcome” approach to focus measures and improvement plans on improving population health. They will structure their sample program for reporting on performance and QI in an electronic Excel workbook they can use in their agencies for that and other programs. PHF consultants will then present a PDCA approach to deploying a PM system, and facilitate participants in identifying and grouping stakeholders in ways to help determine how best to engage each group for successful deployment. Additional content and exercises will focus on reviewing and improving a PM system over time, including keeping performance measures relevant to the goals, objectives, and priorities of the agency and the population it serves.

For more information, [contact the Public Health Foundation](#).