



ADMINISTRATIVE MANUAL

SUBJECT: WORKFORCE ISSUES Performance Management	<i>Chapter: 15</i>
	<i>Section: 15.10</i>
REFERENCES:	<i>Page: 1 of 4</i>
	<i>Revised 2-27-14</i>

Performance Management

I. PURPOSE:

To provide information regarding the Department's Performance Management procedures.

II. SCOPE:

Department-wide.

III. POLICY:

The Department will implement a performance management model using the key components of Performance Standards, Performance Measures, Quality Improvement and Reporting. The purpose of performance management is to prioritize and allocate resources to inform managers about needed adjustments or changes in policy or program direction, to meet goals, to frame reports on the success in meeting performance goals and to improve the quality of public health practice.

IV. DEFINITIONS:

Performance Standard: A generally accepted, objective standard of measurement such as a rule or guideline against which an organization's level of performance can be compared.

Performance Measure: The specific quantitative representation of a capacity, process, or outcome deemed relevant to the assessment of performance.

Quality Improvement (QI): An integrative process that links knowledge, structures, processes, and outcomes to enhance quality throughout an organization. The intent is to improve the level of performance of key processes and outcomes within the Department.



ADMINISTRATIVE MANUAL

SUBJECT: WORKFORCE ISSUES Performance Management	<i>Chapter: 15</i>
	<i>Section: 15.10</i>
REFERENCES:	<i>Page: 2 of 4</i>
	<i>Revised 2-27-14</i>

Performance Management Team (PMT): A Department-wide team committed to implementing performance management throughout the Department.

Standard: An established level of performance or quality; the minimum acceptable measurement expected or desired.

V. PERFORMANCE MANAGEMENT TEAM

The Department's Executive Management Team (EMT) will be responsible for the implementation of Performance Management in the Department.

Composition: The EMT includes executive management level staff consisting of Office Chiefs, Division Directors, Division Deputy Directors, as well as the Department Director and Deputy Director and Office Chiefs in the Director's Office.

Roles, Responsibilities, and Functions: The EMT generally meets bi-monthly to discuss issues that require Department-wide response, emerging issues and policy changes.

Performance Management roles, responsibilities and functions of EMT members include:

- Presenting a performance management/quality improvement topic from their area at least quarterly
- Discussing training needs
- Knowledge of the Department's Performance Management framework
- Discussing Performance Management framework with staff as needed
- Requesting technical assistance from the Office of Performance Management as needed
- Providing leadership in Performance Management within their area



ADMINISTRATIVE MANUAL

SUBJECT: WORKFORCE ISSUES Performance Management	<i>Chapter: 15</i>
	<i>Section: 15.10</i>
REFERENCES:	<i>Page: 3 of 4</i>
	<i>Revised 2-27-14</i>

VI. PERFORMANCE MANAGEMENT MODEL

The Department will use the Turning Point model of Performance Management. This model includes four components: Performance Standards, Performance Measures, Quality Improvement and Reporting.

PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM





ADMINISTRATIVE MANUAL

SUBJECT: WORKFORCE ISSUES Performance Management	<i>Chapter: 15</i>
	<i>Section: 15.10</i>
REFERENCES:	<i>Page: 4 of 4</i>
	<i>Revised 2-27-14</i>

VII. TRAINING/TECHNICAL ASSISTANCE

The Department will provide Performance Management training and technical assistance to staff.

Training may include:

- New Employee Orientation
- Basic Supervision
- Next Step Leadership

Technical assistance may be provided to staff as needed

Prepared by:

Approved by:

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Director