Tackling Big Challenges with a Full QI Culture Shift

June 19, 2018

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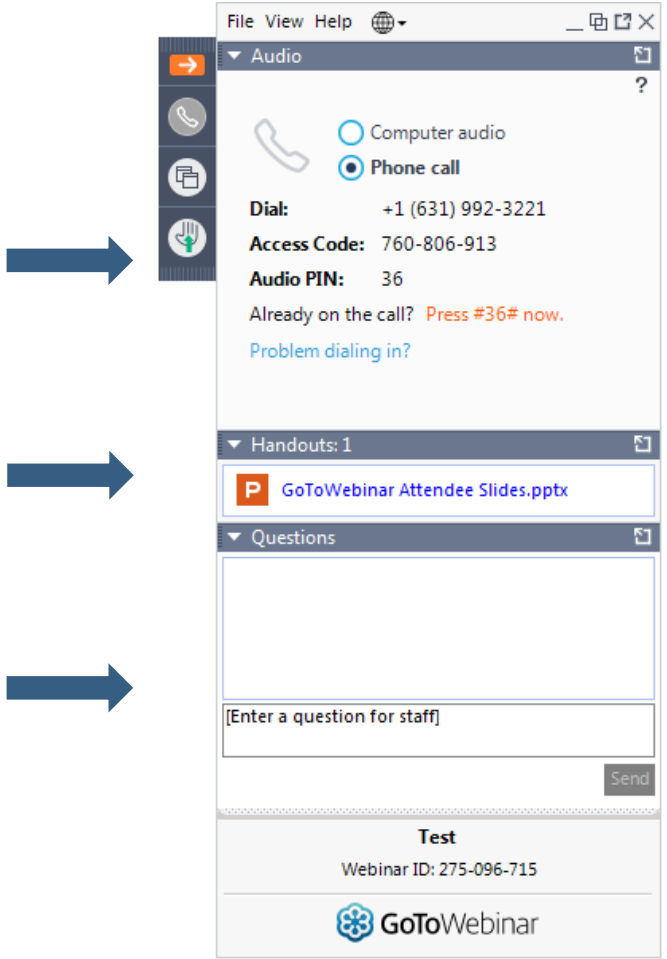

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PHF Mission

We improve public health and population health practice to support healthier communities

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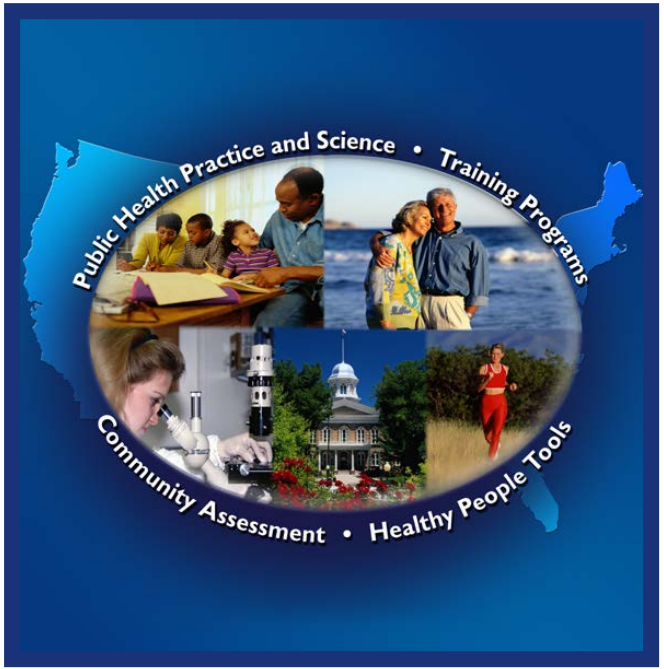

Experts in Quality Improvement, Performance Management, and Workforce Development

Public Health Foundation

Today's Presenters

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Helping people live longer, healthier, happier lives

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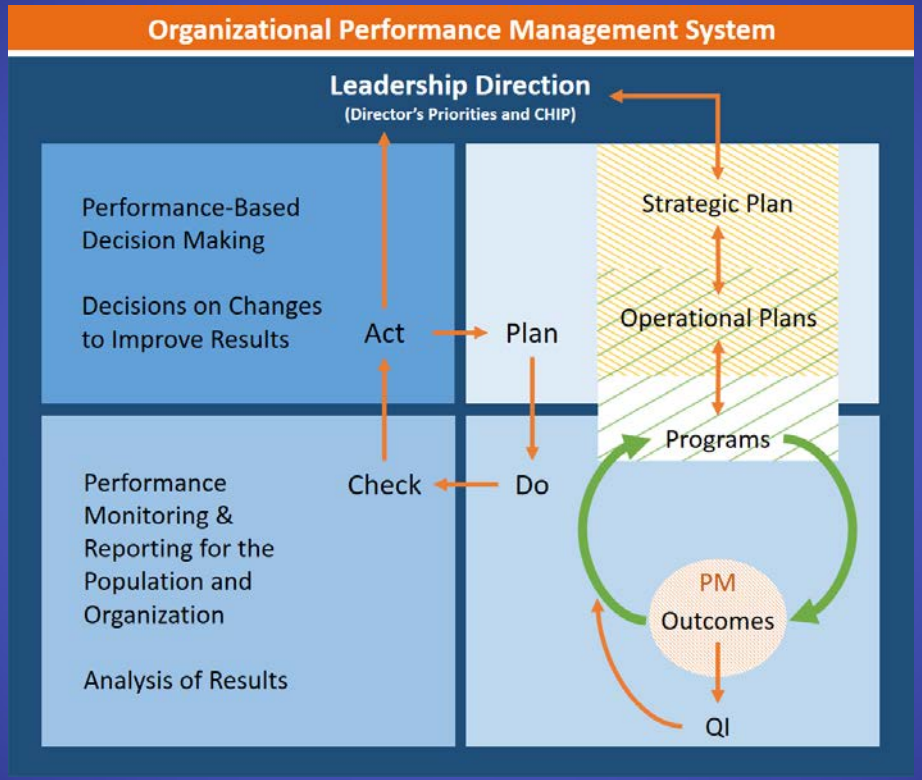
Organizational Performance Management System

A framework presented by the SGCHD Quality Council

Springfield-Greene County Health Department

Why a new framework?

- Create a system for organizational performance-based decision-making
- Ensures SGCHD programs and services align with and inform leadership direction
- Align strategic planning, data-based decision-making, and health equity efforts
- Show interaction between bottom-up and top-down decision-making
- Further align PMQI with accreditation standards by implementing recommendations from Public Health Foundation

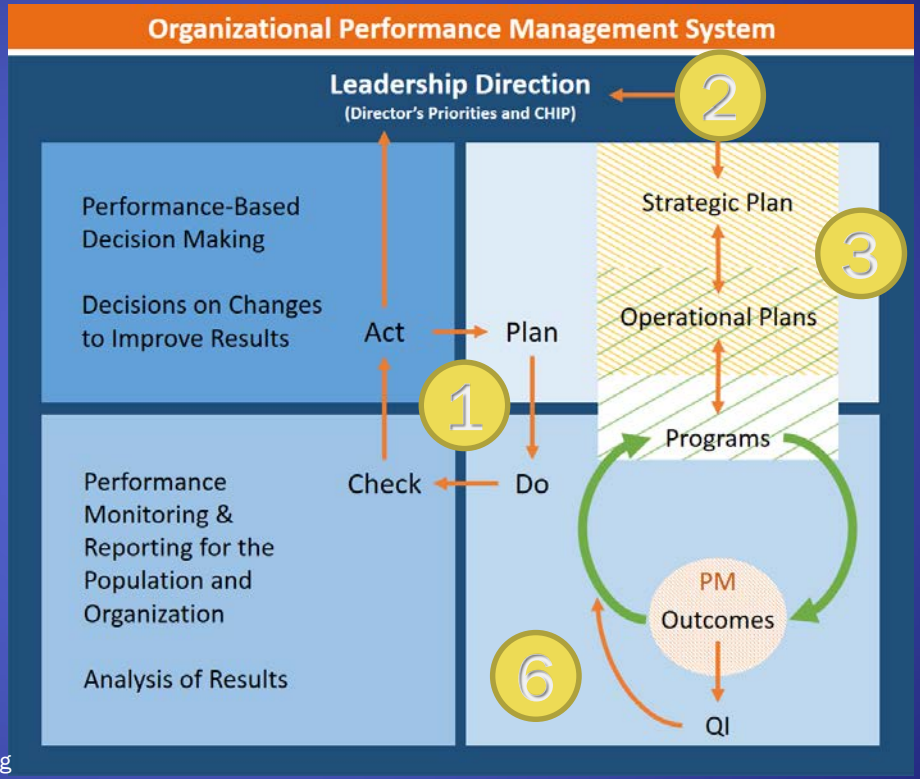


Health Equity Considerations

Data-Based Decision Making

Key Features

- Organizational PM cycle
- Bi-directional feedback
- Alignment of Strategic and Operational Planning
- Health Equity Considerations
- Data-Based Decision Making
- Program-based PM/QI

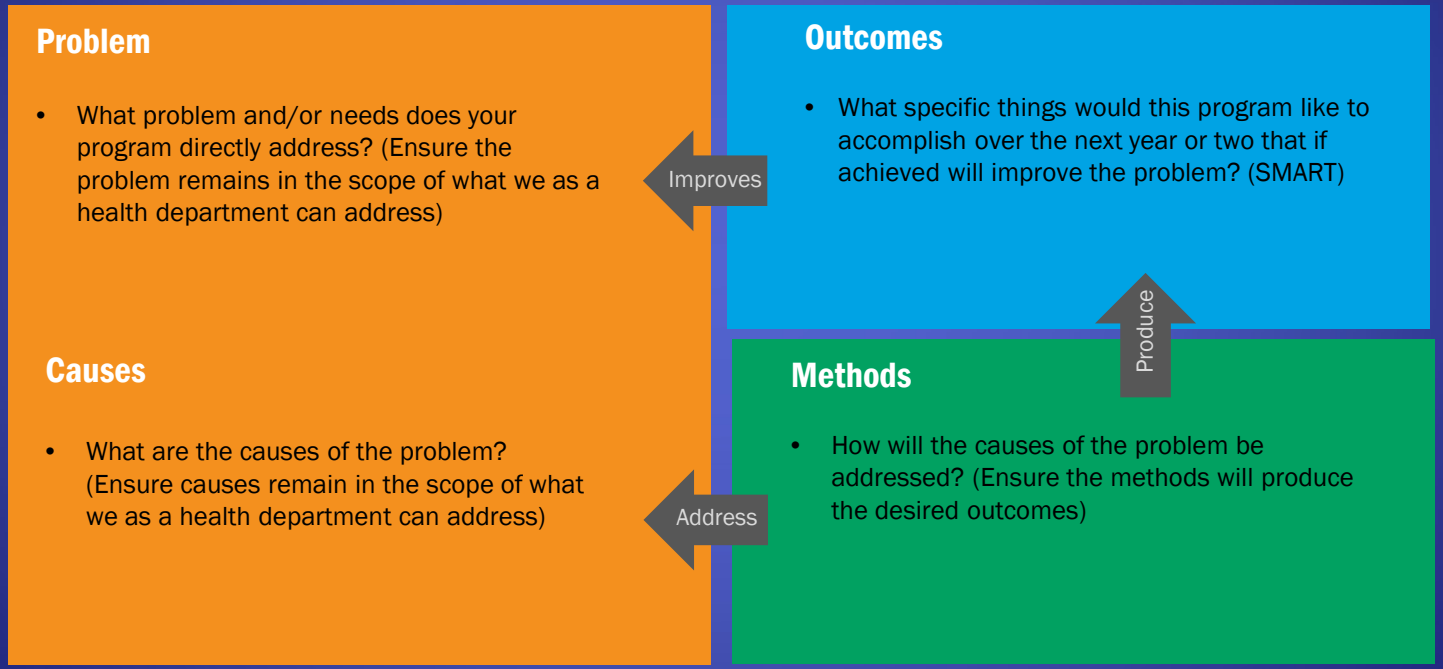


Strategic Planning Vision

- The link between high-level Leadership Direction and grassroots Program Planning
- Outlines the overarching departmental priorities and goals which remain steady over the life of the plan (2-3 years or more)
- Allows for changes, as needed, at the program planning level (Act Phase)
- All staff involvement at the Program Planning (and Evaluation) level enhances opportunity for input, accountability, understanding and buy-in, which can be accomplished through the use of a logic model.

Logic Model – Questions

CHIP/Strategic Priority: [enter the department or community alignment]



Example Logic Model – Community Health Advocate - Blood Pressure

CHIP/Strategic Priority: Develop referral system to appropriate care

Problem

One out of every three adults (about 29%) over the age of 20 have high blood pressure. Only about half of those (54%) have their condition under control (Blood Pressure Facts, CDC). High blood pressure is a major risk factor for heart disease, the leading cause of death in the U.S.

Causes

- Unchecked and uncontrolled BP
- No connection to primary care or other needed resources
- Confusion or lack of understanding about what blood pressure (BP) numbers mean

Improves

Address

Outcomes

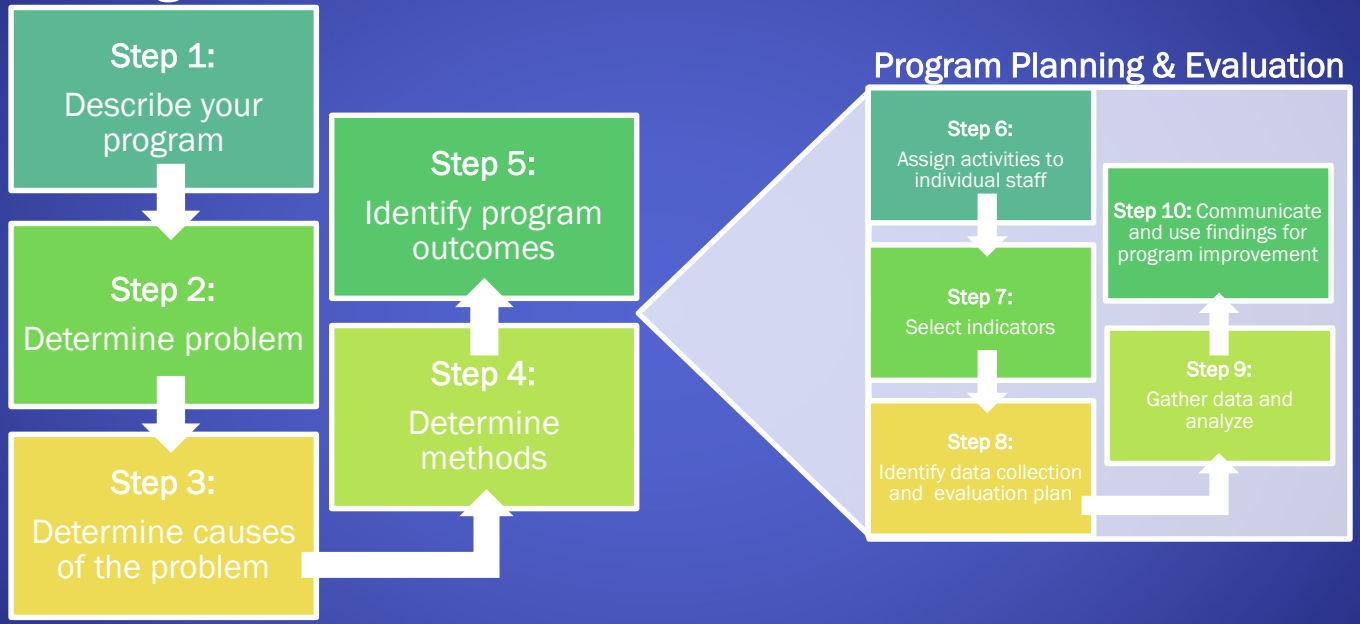
- Increase medical health care referrals by 125% by 2018
- Obtain 3,000 BP screenings annually

Produce

Methods

- BP screenings and education
- Facilitate access to care through referral process

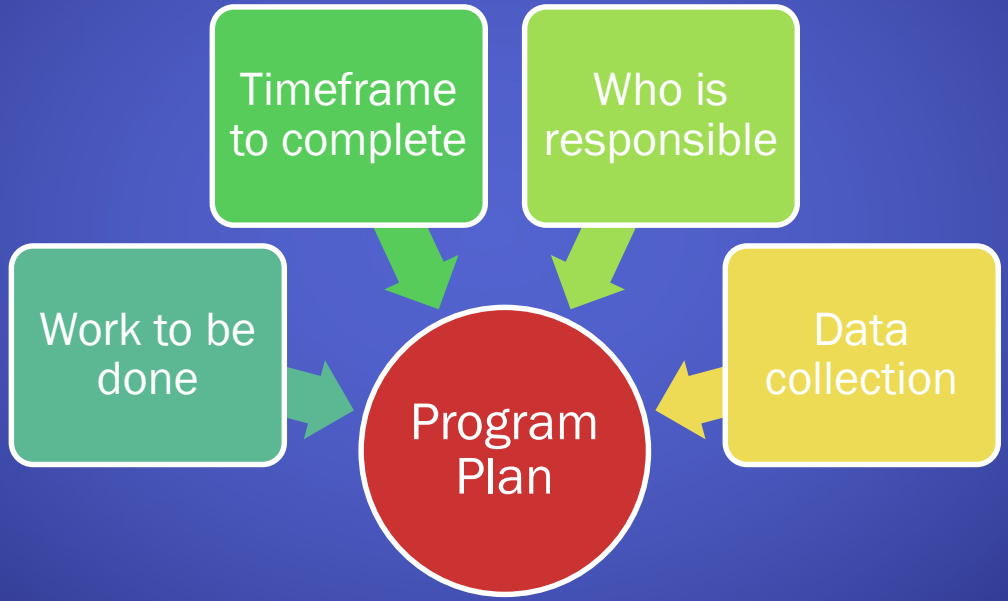
Logic Model Process



Program Plan Development

- *HOW* will the work be accomplished?
- *HOW* will you track what you are doing?
- *HOW* will you know if it is working?

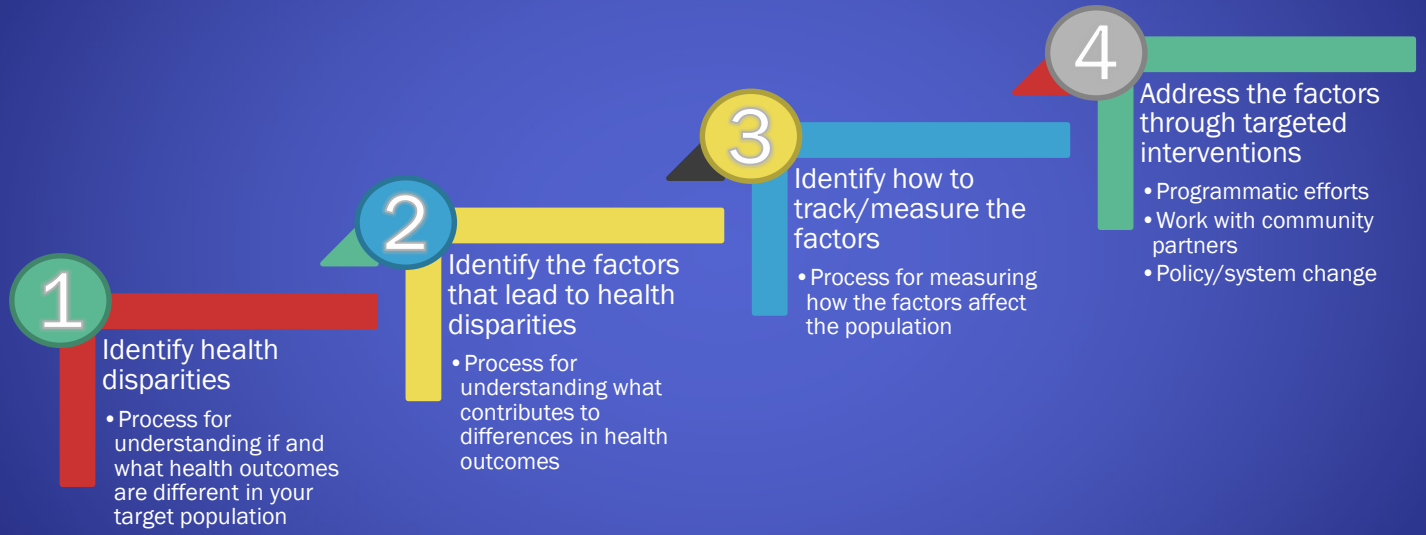
What information is in the Program Plan?



Program Plan Workbook

SWOT	Health Equity	Data
• What are the strengths and weaknesses of your program? • What are the opportunities and threats to your program?	• Does your program identify and address the unique health needs of the population you serve?	• What data is currently being collected or needs to be collected?

Health Equity Considerations



Implementation Phases

Phase 1: Building the PMQI Foundation

Educate Staff	Complete Logic Models	Complete Program Plans	Build Strategic Plan	Go Live

Phase 2: Building the PMQI Culture

Online, interactive strategic and operational plans	Quarterly Check-Ins	Performance Management Monitoring	Quality Improvement Initiatives	Annual Performance Evaluations

Outcomes and Lessons Learned

- BIG Project!
- Leadership buy-in and support crucial
- Breaks down silos
- Moves staff from being spectators to participants
- Empowerment and accountability
- Still learning!

Questions?

PHF Resources for Performance Improvement

- Performance Management Toolkit: www.phf.org/pmtoolkit
  - Self-assessment, case stories, publications, tools, and on-site training and technical assistance to develop successful performance management systems

- Quality Improvement Tools to Advance Public Health Performance: www.phf.org/qitools
  - 30+ categorized QI tools available for free download

- Public Health Improvement Resource Center: www.phf.org/improvement
  - 600+ categorized and searchable resources on performance improvement topics

- TRAIN Learning Network: www.train.org
  - Courses on strategic planning, performance management, and many other topics

Questions?

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