

# Turning Point Performance Management Framework

## 2012 Refresh Initial Recommendations

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More than 10 years ago, as part of the Turning Point Performance Management National Excellence Collaborative (PMC), the Public Health Foundation (PHF) developed a package of resource materials to help public health systems manage performance. Acknowledging advancements in the public health field, changing priorities, and the breadth of examples that have been developed in recent years, PHF convened a Performance Management Think Tank in March 2012 to discuss updates to these resources. Participants included representatives from the original Turning Point PMC, the National Public Health Improvement Initiative (NPHII) Performance Improvement Managers (PIMs) Network, quality improvement (QI) experts, public health accreditation leaders, and other public health visionaries. The Think Tank provided recommendations on general refresh considerations and specific ideas for refreshing the Turning Point Performance Management Framework, Performance Management Self-Assessment Toolkit, and *From Silos to Systems: Using Performance Management to Improve the Public's Health*.

### Initial Refresh Recommendations

- Update the Performance Management Framework diagram and guidance on its use (e.g., demonstrate there are multiple starting points, emphasize the importance of QI culture and leadership)
- Add language about public health accreditation and other current public health initiatives
- Develop a one page 'Case for Performance Management' emphasizing the benefits of performance management to garner leadership support and educate health department staff
- Publish a peer-reviewed journal article on performance management in public health
- Improve the usability of the Performance Management Self-Assessment Tool (e.g., electronic platform, scoring instructions, and interpretation guidance)
- Migrate a refreshed *From Silos to Systems* to an online learning toolkit
- Gather and share state, tribal, local, and territorial health department stories of performance management framework applications
- Build a performance management toolkit website to host refreshed materials, case stories, related resources, updated references, etc.

The initial recommendations suggest that the refreshed Turning Point Performance Management materials could take a number of directions. These recommendations will be refined and specified from a national perspective that takes into account a diverse mix of users. PHF will pressure test the initial recommendations with national public health partners who are tuned into what health departments are saying; this will ensure that the next generation of the Turning Point Performance Management Framework is responsive to the current and future needs of state, tribal, local, and territorial health departments.

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