



Introducing the Competencies for Performance Improvement Professionals in Public Health

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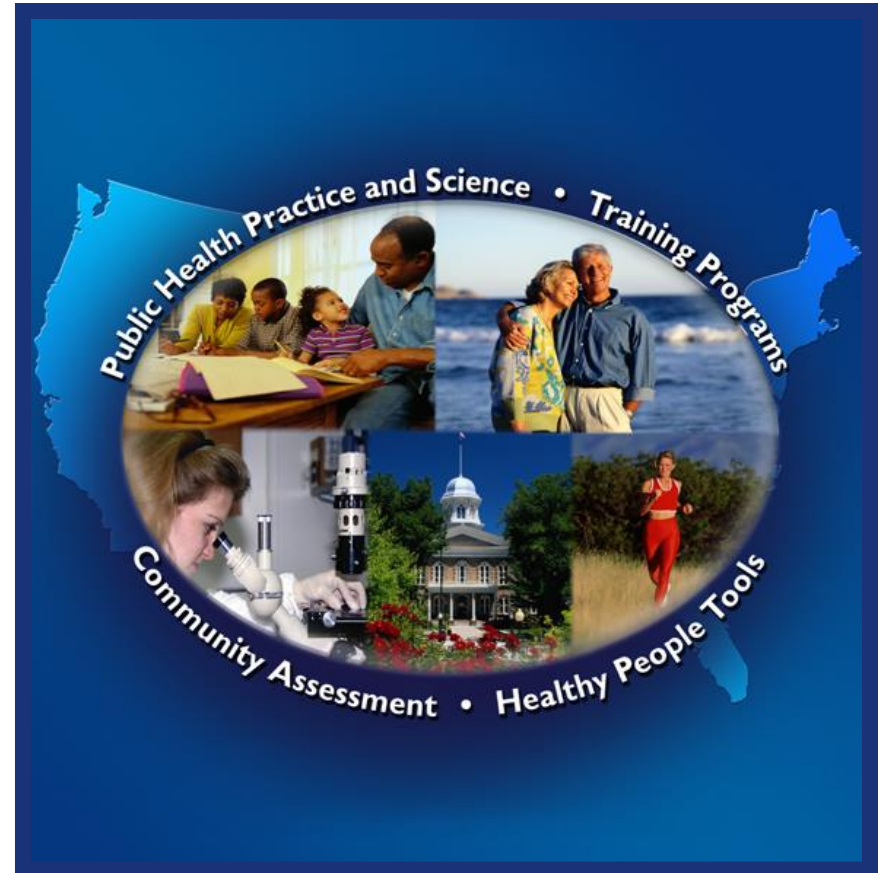
The screenshot displays the GoToWebinar control panel interface. At the top, there is a menu bar with 'File', 'View', and 'Help' options. Below this, the 'Audio' section is expanded, showing two radio button options: 'Computer audio' (unselected) and 'Phone call' (selected). Below these options, the following information is displayed: 'Dial: +1 (631) 992-3221', 'Access Code: 760-806-913', and 'Audio PIN: 36'. A note indicates 'Already on the call? Press #36# now.' and a link for 'Problem dialing in?'. The 'Handouts: 1' section shows a single document titled 'GoToWebinar Attendee Slides.pptx'. The 'Questions' section is currently empty, with a text input field containing the placeholder '[Enter a question for staff]' and a 'Send' button. At the bottom of the panel, it displays 'Test' and 'Webinar ID: 275-096-715', along with the GoToWebinar logo.

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*Experts in Quality Improvement,
Performance Management, and
Workforce Development*

Learning Objectives

- Describe the Competencies for Performance Improvement Professionals in Public Health
- Explain how the Competencies for Performance Improvement Professionals in Public Health can be used
- Describe how to access the Competencies for Performance Improvement Professionals in Public Health and related resources

Overview

- Performance improvement professionals and the roles they play
- Competencies for Performance Improvement Professionals in Public Health
- Resources to support performance improvement

Performance Improvement Professionals in Public Health

Working Definition:

Public health professionals who work in some capacity (full or part-time) to develop or implement plans and activities in the areas of quality improvement, performance management, workforce development, accreditation readiness, or community health assessment and improvement planning

Some Roles of Performance Improvement Professionals

- Coordinate accreditation efforts
- Lead quality improvement teams
- Train others in quality improvement
- Design performance management systems
- Lead efforts to develop measures and targets for performance management systems
- Identify skill and competency gaps in organizations
- Lead development of workforce development plans to address gaps
- Conduct community health assessments
- Develop community health improvement plans
- Align strategic plans, quality improvement plans, workforce development plans, and community health improvement plans

Competencies for Performance Improvement Professionals in Public Health

- Describe skills desirable for performance improvement professionals in public health
- Assist in developing:
 - Job descriptions for performance improvement professionals
 - Performance objectives for performance improvement professionals
 - Training to build performance improvement skills and competence
 - Workforce development plans to ensure a skilled performance improvement workforce

Expand Upon Core Competencies for Public Health Professionals

- Core Competencies apply to ALL public health workers
- Performance Improvement Competencies:
 - Discipline-specific
 - Additional skills beyond the Core Competencies

Performance Improvement in the Core Competencies

- Develops community health assessments using information about health status, factors influencing health, and assets and resources
- Makes evidence-based decisions
- Uses evaluation results to improve program and organizational performance
- Develops strategies for continuous quality improvement

Digging Deeper with Performance Improvement Competencies

Core Competency

Develops strategies for continuous quality improvement

Performance Improvement Competency

Coordinates development and implementation of an organization-wide quality improvement plan

Developing Performance Improvement Competencies

- Guidance from PI Competencies Subgroup
- Input from national organizations, TA providers, and trainers
- Environmental scan:
 - Literature review
 - Reviews of web-based resources
 - Key informant interviews
 - Queries of the public health community
 - Evaluation of past PI Competencies work
- Feedback from PI professionals on draft PI Competencies

Competencies for Performance Improvement Professionals in Public Health

Competencies for Performance Improvement Professionals in Public Health

June 1, 2018

The Competencies for Performance Improvement Professionals in Public Health (PI Competencies) are a set of skills desirable for performance improvement (PI) professionals

working in public health. Based on the Core Competencies (Core Competencies) and the Core Competencies, these competencies were developed for PI professionals with responsibilities in the areas of quality improvement, accreditation readiness, or community health improvement.

The PI Competencies describe the skills and knowledge needed for PI professionals. These competencies do not describe specific job responsibilities as those are determined by places of work. PI Competencies may be more or less specific to job responsibilities. Individual PI Competencies in the areas most relevant to your work.

Connection with the Core Competencies

The PI Competencies align with the Core Competencies for professionals working in public health. The PI Competencies are part of the Core Competencies and describe the skills and knowledge needed for PI professionals in public health departments. PI-related skills address the Core Competencies. The PI Competencies help guide development of workforce development plans, accreditation activities and growth of PI professionals.

Competencies for Performance Improvement Professionals in Public Health

Analytical/Assessment Skills

1. Demonstrates how data and information are used to improve individual, program, and organizational performance (e.g., selection and use of valid and reliable quantitative and qualitative data, data-driven decision making, data management, performance measurement)
2. Uses evidence (e.g., literature, best practices, model/promising/emerging practices) in determining how to evaluate and improve performance

Policy Development/Program Planning Skills

3. Describes how quality improvement, performance management, and workforce development are used to improve individual, program, and organizational performance
4. Coordinates development and implementation of an organization-wide quality improvement plan
5. Coordinates development and implementation of an organization-wide workforce development plan
6. Applies quality improvement, performance management, and workforce development frameworks, methods, tools, and models to improve individual, program, and organizational performance
7. Evaluates the effectiveness and quality of the organization's quality improvement, performance management, and workforce development plans and practices
8. Integrates quality improvement methods into organizational policies, plans, programs, and services
9. Aligns quality improvement plan and performance management system with other organization and community plans (e.g., strategic plan, community health improvement plan, workforce development plan, communication plan, all hazards emergency operations plan)

Competencies for Performance Improvement Professionals in Public Health

- 19 competencies
- 5 domains:
 - Analytical/Assessment Skills
 - Policy Development/Program Planning Skills
 - Community Dimensions of Practice Skills
 - Financial Planning and Management Skills
 - Leadership and Systems Thinking Skills
- Designed to be used along with the Core Competencies for workforce development for PI professionals

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS IN PUBLIC HEALTH

1. Demonstrates how data and information are used to improve individual, program, and organizational performance

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS IN PUBLIC HEALTH

3. Describes how quality improvement, performance management, and workforce development are used to improve individual, program, and organizational performance

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS IN PUBLIC HEALTH

6. Applies quality improvement, performance management, and workforce development frameworks, methods, tools, and models to improve individual, program, and organizational performance

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS IN PUBLIC HEALTH

9. Aligns quality improvement plan and performance management system with other organization and community plans

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS IN PUBLIC HEALTH

11. Uses input of and feedback from internal and external customers in developing, implementing, and evaluating quality improvement, performance management, and workforce development activities

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS IN PUBLIC HEALTH

14. Builds teams from all levels of the organization to improve program and organizational performance

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS IN PUBLIC HEALTH

19. Advocates for the use of quality improvement, performance management, and workforce development methods, tools, and practices throughout the organization

What Can We Do with These Competencies?

- Better identify and meet the health needs of the community
- Increase capacity to identify pressing health needs
- Improve assessment ability
- Develop new partnerships
- Improve existing partnerships
- Identify and monitor key metrics to gauge organizational and health outcome improvement
- Meet PHAB requirements

Using Performance Improvement Competencies for Job Descriptions?

Competencies for Performance Improvement Professionals in Public Health: Alignment with the Core Competencies for Public Health Professionals

June 1, 2018

The [Competencies for Performance Improvement Professionals in Public Health](#) (PI Competencies) are a set of skills desirable for performance improvement (PI) professionals working in public health. Based on the [Core Competencies for Public Health Professionals](#) (Core Competencies) and the [Core Competencies for Performance Improvement Managers](#), these competencies were developed to offer additional guidance in PI for public health professionals with responsibilities related to developing or implementing plans and activities in the areas of quality improvement, performance management, workforce development, accreditation readiness, or community health assessment and improvement planning.

The PI Competencies are an additional set of competencies for public health professionals that align with the Core Competencies, a set of foundational skills for all professionals working in public health, and PI-related skills that are addressed in the Core Competencies are not repeated in the PI Competencies. This resource presents the PI Competencies along with a list of competencies from the Core Competencies that are especially relevant for PI professionals.

To facilitate use with the Core Competencies, the PI Competencies are organized using the same [domain structure and names](#) used in the Core Competencies. Please note that there are not specific PI Competencies in every Core Competencies domain. The PI Competencies expand on competencies addressed in the Core Competencies within five of the Core Competencies domains:

- Analytical/Assessment Skills
- Policy Development/Program Planning Skills
- Community Dimensions of Practice Skills
- Financial Planning and Management Skills
- Leadership and Systems Thinking Skills

The PI Competencies are designed to be used along with the Core Competencies to help guide development of job descriptions, performance objectives, training, workforce development plans, academic curricula, tools, and other resources to support the activities and growth of PI professionals. Together, the PI Competencies and the Core Competencies describe areas of skills and knowledge beneficial to PI professionals. These competencies do not describe specific tasks or activities performed by these professionals, as those are determined by places of employment. As the field of PI encompasses a number of distinct jobs or positions within public health organizations, individual competencies within the PI Competencies and the Core Competencies may be more or less relevant for individual PI professionals based on

Using Performance Improvement Competencies for Job Descriptions?

Competencies for Performance Improvement Professionals in Public Health	Performance Improvement-Related Competencies from the Core Competencies for Public Health Professionals
Domain 1: Analytical/Assessment Skills	
<ul style="list-style-type: none"> • Demonstrates how data and information are used to improve individual, program, and organizational performance (e.g., selection and use of valid and reliable quantitative and qualitative data, data-driven decision making, data management, performance measurement) • Uses evidence (e.g., literature, best practices, model/promising/emerging practices) in determining how to evaluate and improve performance 	<ul style="list-style-type: none"> • Describes factors affecting the health of a community (e.g., equity, income, education, environment) • Determines quantitative and qualitative data and information needed for assessing the health of a community • Applies ethical principles in accessing, collecting, analyzing, using, maintaining, and disseminating data and information • Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information • Analyzes the validity and reliability of data

Competencies for Performance Improvement Professionals in Public Health	Performance Improvement-Related Competencies from the Core Competencies for Public Health Professionals
Domain 3: Communication Skills	
	<ul style="list-style-type: none"> • Communicates in writing and orally with linguistic and cultural proficiency • Solicits input from individuals and organizations for improving the health of a community • Selects approaches for disseminating public health data and information (e.g., social media, newspapers, newsletters, journals, town hall meetings, libraries, neighborhood gatherings) • Conveys data and information to professionals and the public using a variety of approaches (e.g., reports, presentations, email, letters, press releases) • Facilitates communication among individuals, groups, and organizations

Using Performance Improvement Competencies for Training?

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- Some courses of interest?
 - [Demonstrates how data and information are used to improve individual, program, and organizational performance](#)
- Others?
 - Tailored TRAIN searches related to PI Competencies
- Learn more: www.phf.org/train

Stay in the Know

- Webpage: www.phf.org/picompetencies
- Newsletters:
 - PHF E-News – www.phf.org/e-news
 - Council on Linkages Update – www.phf.org/councilupdate
 - Other PHF newsletters – www.phf.org/newsletters
- PI Competencies Subgroup
 - To join, contact Kathleen Amos, kamos@phf.org
- Ask questions and let us know what you think!
 - Contact Kathleen Amos, kamos@phf.org

Questions?



Kathleen Amos



Ron Bialek

Upcoming Events

➤ APHA Annual Meeting

- *Collaborating for Action: Implementing the Council on Linkages National Workforce Development Strategy* – Nov. 12th, 10:30am-12:00pm PST
- *Building a Skilled Performance Improvement Workforce within Public Health* – Nov. 13th, 10:50-11:10am PST
- *Using the Core Competencies for Public Health Professionals to Address Workforce Development Needs* – Nov. 13th, 1:20-1:40pm PST
- *Supporting the Development of Population Health Skills* – Nov. 13th, 4:00-4:20pm PST

➤ Council on Linkages Between Academia and Public Health Practice Meeting – Nov. 29th, 2:00-4:00pm EST

Questions?

Contact Kathleen Amos at kamos@phf.org.

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Improving Public Health and Population Health Practice to Support Healthier Communities



- Performance Improvement Competencies: www.phf.org/picompetencies
- Public Health Improvement Resource Center: www.phf.org/improvement
- Public Health Quality Improvement Encyclopedia: www.phf.org/qiencyclopedia
- TRAIN Learning Network: www.train.org
- Core Competencies for Public Health Professionals: www.phf.org/corecompetencies
- On-Site Assistance from PHF Experts: www.phf.org/piservices



Want to know more?

Contact Kathleen Amos at kamos@phf.org.

