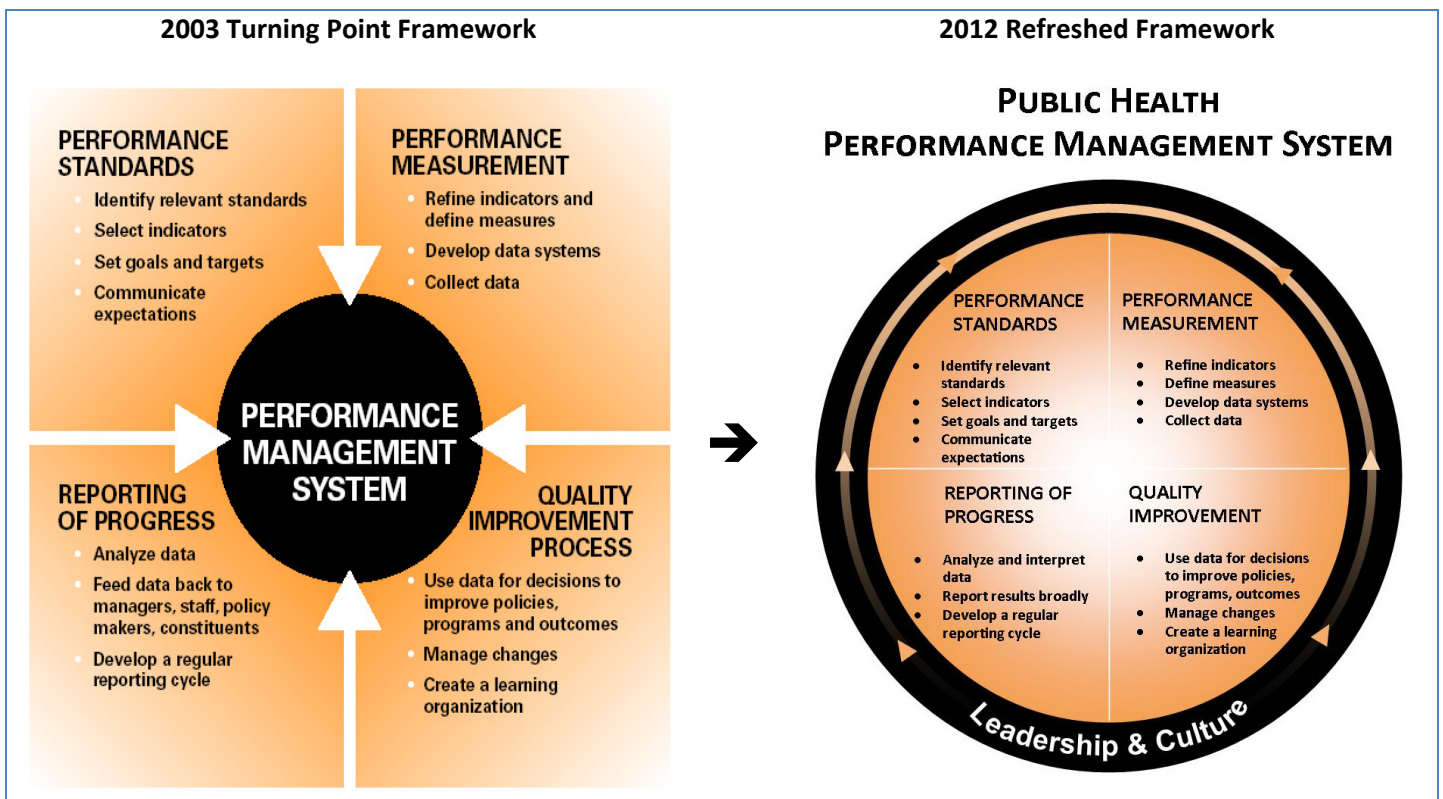


Turning Point Performance Management Framework

2012 Framework Diagram Refresh Overview

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. Initial refresh recommendations included updating the Performance Management Framework diagram and guidance on its use. The 2012 refreshed Turning Point Performance Management Framework diagram incorporates the following recommendations:

- The framework diagram was reformatting to display the process as cyclical and to promote the use of QI (e.g., Plan-Do-Check-Act cycle) in all quadrants
- The diagram was modified from a square to a circle and the arrows were added to the circumference to demonstrate there may be multiple starting points to performance management
- Reporting of Progress: “Analyze data” bullet point was modified to “Analyze and Interpret Data” and “Feed data back to managers, staff, policy makers, constituents” was modified to “Report results broadly”
- Quality Improvement Process: “Quality Improvement Process” quadrant header was shortened to “Quality Improvement”
- Leadership & Culture was added on the periphery to emphasize the importance of organizational leadership and performance culture



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