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Performance Improvement

components for

Performance Improvement at All Levels

Positive change in public health capacity, processes, or outcomes through the use of clear and aligned planning, monitoring, and improvement activities. Performance improvement on the use of evidence and continuous, formal activities that strengthen public health organizations and systems.

Health Equity

The attainment of the highest level of health for all people.

Achieving health equity requires valuing everyone equally with focused and ongoing societal efforts to address avoidable inequalities, historical and contemporary injustices, and the elimination of health and health care disparities.

Community Health Improvement

A long-term, systematic, community-wide effort to address public health problems based on the results of community health assessment.

Identifying and addressing health problems through data, inventorying assets and resources, community perceptions. Developing and implementing coordinated strategies with community ownership of the entire process.



Strategic Planning

A deliberate decision-making process that defines where an organization is going.

Through a common understanding of the organization's mission, vision, goals, and objectives, as well as internal and external factors affecting the organization, the resulting plan provides a template for all employees and stakeholders to make decisions that move the organization forward.

Training Certificate

Workforce Development

Formal workforce development practices that support performance improvement include workforce assessment and workforce development planning.

The use of performance measures for identified competencies, identification of needed professional personnel, and formulation of plans to address workforce gaps. It also includes the planning, implementation, and evaluation of life-long learning to equip public health workers to develop new skills as needed.



Performance Management

Actively using performance data to improve the public's health.

The strategic use of performance standards and measures, progress reports, and ongoing quality improvement efforts supported by visible leadership that includes senior management commitment to a culture of quality, strategic alignment, customer-focused decision making, and transparency



Quality Improvement

The use of a deliberate improvement process focused on and responsive to community needs and improving population health.

A continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes that achieve equity and improve the health of the community.



Accreditation

The Public Health Accreditation Board serves as the national accrediting body for public health departments.

For health departments, accreditation includes the measurement of health department performance against a set of nationally recognized, practice-focused and evidenced-based standards; the issuance of recognition of achievement of accreditation within a specified time frame by a nationally recognized entity; and the continual development, revision, and distribution of public health standards.

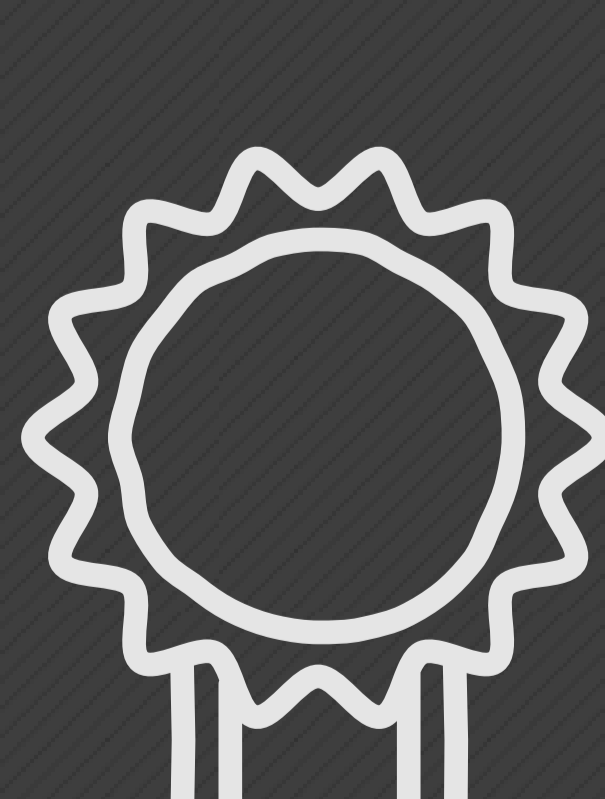
Performance Improvement Gets Results



Improved health department efficiency & effectiveness



Acknowledge strengths & address areas for improvement



Increase credibility & accountability



More responsive to partners and community



RESOURCES ARE AVAILABLE:

- Association of State and Territorial Health Officials
- Centers for Disease Control and Prevention
- National Association of County and City Health Officials
- National Network of Public Health Institutes
- Public Health Accreditation Board
- Public Health Foundation



Developed by the NACCHO Performance Improvement Workgroup