**Performance Management System and Quality Improvement Overview**

MCHD HAC/HDC Meeting
May, 2014

---

**Context: The Turning Point Framework**

Performance management is the practice of actively using performance data to improve public health. It involves strategic use of performance measures and standards to establish performance targets and goals. In alignment with the operational mission performance management focuses on actionable and measurable goals and objectives. To remain competitive in meeting those goals and to continue serving the health needs of the community, performance management includes the following components: Visible Sustainability, Performance Standards, Performance Measurement, Reporting Progress, and Quality Improvement. A performance management system is the continuous use of all the components above in that they are integrated into an agency’s core operations.

---

**MCHD Strategic Plan**

Improve Quality & Outcomes of Programs and Services
Evaluation of effectiveness, quality and accessibility of health services is an essential component for local health departments. Increased quality improvement and outcome strategies of public health services and programs lead to improved community health status. MCHD needs a process for evaluation and quality improvement (QI) of programs and services.

- **Year 2011**
  - Obtain Baseline To Identify Which Programs And Services Need QI
  - Establish QI Committee To Review Existing QI Tools And Models
  - Select QI Protocol

- **Year 2012**
  - Establish System And Structure For Reporting Findings And Improvements
  - Share Useful Data With Stakeholders And Policy Makers

- **Year 2013**
  - Establish Quarterly Self Evaluation Of Programs And Services To Determine How To Improve Outcomes

---

**Improved Outcomes**

- **Aligned Organization**
  - Performance Management System
  - Your Public Health Department

**UHD priorities**: How UHD will address community and UHD needs

---

**The Community Health Assessment informs all these plans**

---

**Self-Assessment Tool with 59 Questions on 8 pages (2013) & Many Other Resources on PHF.org**
Foundational Elements of a QI Culture

"The culture of an organization is the embodiment of the core values, guiding principles, behaviors, and attitudes that collectively contribute to its daily operations."

- Leadership Commitment
- QI Infrastructure
  - Performance Management System
  - Performance Management Committee / QI Council
- QI Plan
- Employee Empowerment and Commitment
- Customer Focus
- Teamwork and Collaboration
- Continuous Process Improvement

Organization-wide Culture of Quality

- Careful planning, monitoring, evaluation, and adjustment
- Teamwork and the empowerment of all
- Constant education and training for all
- Attention to the needs of the target population and to the results for them
- Identifying and changing what doesn’t work well
- Encouraging and rewarding new ideas
- Keeping it all over the long term

Why is a QI plan important?

- Developing internal infrastructure that supports quality improvement (QI) is one of the keys to adopting a culture of quality and excellence in a public health department.
  - Demonstrates a public health agency’s commitment to quality
  - Creates a process and identifies tools for operationalizing that commitment
  - Communicates plans to infiltrate quality improvement into all programmatic and operational aspects of the health department.
What is a QI Plan?
A Quality Improvement Plan is...
- A basic guidance document about how a Public Health Department will manage, deploy, and review quality.
- It also serves to inform staff and stakeholders of the direction, timeline, activities, and importance of quality and quality improvement.

Key Elements of a QI Plan
1. Definitions of Key Terms
2. Description of the culture of quality and desired future state
3. Key elements of the QI plan’s governance structure
4. QI training available and conducted within the health department
5. Project identification, alignment with strategic plan and initiation process
6. Goals, objectives, and measures with time-framed targets
7. Description of how plan is monitored, data are collected and analyzed, and progress/action to make improvements
8. Communication plan for QI activities within health department
9. Process to assess effectiveness of QI plan and activities

QI Plan is a Living Document
- Updated regularly to indicate what you are doing, how you are doing, and what you plan to do in the future
- It is not a one-time event

Initial QI Projects
1. Improve efficiency of use of internal standardized forms
2. Increase the average EH inspection scores at temporary events

Where we are in this process...
- Form QI Council
- Staff Training on QI
  - January 23, 2014 from 9 AM – 4 PM
- QI Council and Management Training on Building QI Culture and Developing QI Plan
  - January 24, 2014 from 9 AM – 1 PM
- Develop QI Plan
  - Support from IPHi
  - HDC Review/Approve QI Plan Draft Document