

Houston Department of Health and Human Services



Turning Point Self-Assessment Tool

How well does the Houston Department of Health and Human Services (HDHHS) manage performance within the City of Houston?

Take this test to find out if you have the necessary practices in place to achieve results and continually improve performance.

This self-assessment tool will help you and your division/program identify the extent to which you have components of a performance management system. Developed by and for public health agencies, this tool is organized around each of the four components of performance management identified in the Turning Point Performance Management National Excellence Collaborative's model (see right).

- Performance Standards
- Performance Measurement
- Reporting of Progress
- Quality (or Performance) Improvement Process

For each component, several questions serve as indicators of your performance management capacity. These questions cover elements of your division/program capacity such as having the necessary resources, skills, accountability, and communications to be effective in each component.

Using This Tool

In order to obtain a well rounded perspective, all HDHHS leadership should complete the survey. This can include assistant directors, bureau chiefs, managers and program/team leads.

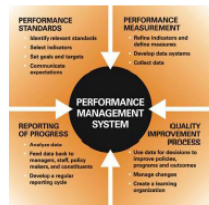
Complete all of the sections. Each section will take between 15 and 45 minutes to complete. It is important to allow enough time to complete the self assessment in its entirety. If you have to leave the self assessment, DO NOT EXIT from the SurveyMonkey or close your browser. If you exit from SurveyMonkey, you will need to start the self assessment over again.

To ease the completion of the online self assessment, we recommend reading these directions and consulting with other staff to better understand performance management in your division/program. After engaging in open discussion with your colleagues, complete the self assessment providing your own perception of your division/program readiness for performance management and accreditation. The SurveyMonkey self assessment is available at: <http://www.surveymonkey.com/s/BH8V9W8>.

Choose the Best Response for Sections 1-5

Choose the response that is closest to your division/program's stage of development as follows:

- **Yes (fully operational)** Your division/program explicitly does this activity or has the capacity in place.
- **Somewhat** Your division/program explicitly does this or has the capacity, but has a way to go.
- **No** Your division/program does this barely or not at all. What occurs is not the result of any explicit strategy.
- **N/A** Your division/program does not address those areas of public health (e.g. health status, public health capacity, service delivery, etc.)



Source: Turning Point. From Silos to Systems: Using Performance Management to Improve the Public's Health, 2003.

Performance Management Self-Assessment Tool

Accreditation Readiness

Accreditation ensures quality through the adoption of set standards, and provides a process to measure performance. It will also provide recognition for the great work that HDHHS does within the communities we serve!

***6. Is your program/division prepared to name a person to act as a liaison to provide information and/or documentation to the Performance Improvement and Accreditation Team during accreditation activities?**

- ☐ Yes
☐ No

***7. Which Public Health Accreditation Board (PHAB) domains do the activities of your program/division address? (check all that apply)**

- | | | |
|--|--|---|
| <input type="checkbox"/> Domain 1: Conduct and disseminate assessments focused on population health status and public health issues facing the community | <input type="checkbox"/> Domain 6: Enforce public health laws | <input type="checkbox"/> Domain 11: Maintain administrative and management capacity |
| <input type="checkbox"/> Domain 2: Investigate health problems and environmental public health hazards to protect the community | <input type="checkbox"/> Domain 7: Promote strategies to improve access to health care services | <input type="checkbox"/> Domain 12: Maintain capacity to engage the public health governing entity. |
| <input type="checkbox"/> Domain 3: Inform and educate about public health issues and functions | <input type="checkbox"/> Domain 8: Maintain a competent public health workforce | <input type="checkbox"/> N/A |
| <input type="checkbox"/> Domain 4: Engage with the community to identify and address health problems | <input type="checkbox"/> Domain 9: Evaluate and continuously improve health department processes, programs and interventions | |
| <input type="checkbox"/> Domain 5: Develop public health policies and plans | <input type="checkbox"/> Domain 10: Contribute to and apply the evidence base of public health | |

***8. Does your program/division have documentation readily available to demonstrate that the domains selected above are being addressed?**

- ☐ Yes
☐ No

Please provide an example(s) of available documentation:

Houston's Turning Point Self-Assessment Tool, adapted into an online survey, added an accreditation readiness and demographic section to address internal capacity on performance improvement and accreditation

About Houston's Turning Point Self-Assessment Tool

The Houston Department of Health and Human Services (HDHHS) adapted the Turning Point Self-Assessment (2003) into a SurveyMonkey™ data collection tool in 2011. This not only allowed for wide-spread, paperless dissemination but also provided basic analyses using SurveyMonkey.™ Adaptations also included an accreditation readiness section and space to add their program/division's ideas for performance improvement. The accreditation readiness section 1) asked participants if they had someone they could appoint to the accreditation workgroup, 2) which public health accreditation domains their program/division addressed, 3) if they had supporting documentation and examples, and 4) a list of community partners. An invitation to participate was sent the Direct Reports of all HDHHS Leadership (e.g. Assistant Directors, Executive Level Staff, and Managers) on November 30, 2011. Results were collected until January 3, 2012.

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Visit www.phf.org/PMtoolkit to find additional resources