### **Performance Management Applications in Public Health**

## **Nebraska Division of Public Health**



#### Step 1: Performance Standards

- Assessment—identifies strategic priority areas to inform decisions in planning processes and setting standards. (MAPP\*)
  - Include a public health system assessment (NPHPSP\*) and a PHAB standards self assessment.
- State Health Improvement Plan—sets goals and objectives for entire public health system.
- Agency Strategic Plan (internal)—sets goals and objectives for state health department and establishes indicators to help track organizational and system capacities, internal processes, and health outcomes.
- Each plan should establish performance standards for health status, health system, and agency improvements.

#### Step 3: Reporting of Progress

The intentional sharing and monitoring of performance indicators and outcome results with leadership entities and stakeholders.

- · Develop a regular reporting cycle.
- Analyze data collected and document results of progress toward or away from performance measures.
- Share report with leadership entities, stakeholders, and/or advisory group.
- Determine the extent to which performance standards are being met. If you determine that not enough progress is being made, consider initiating a formal quality improvement process to make changes.

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#### **Step 2: Performance Measurement**

The ongoing monitoring and reporting of program accomplishments, particularly progress toward pre-established goals or targets.

- Include performance measures/indicators based on goals and objectives (i.e., performance standards) in State Health Improvement Plan and Agency Strategic Plan.
- Develop data collection system and timeline; document process.
- Collect data.
  - Look to Healthy People 2020 for health status measures; PHAB for agency measures; and NPHPSP for system measures.

# Performance Management System

Continuous: Quality Improvement

A formal process that a health department can use for almost every plan, policy, or program that is implemented. (Save for critical issues)

Based on the performance progress report, community health assessment, or PHAB self-assessment...

- Select a quality improvement project.
- Assemble a quality improvement team.
- Develop an aim statement.
- Develop measures.
- · Identify change ideas. (Plan, Do, Study, Act)
- · Test change ideas. (Plan, Do, Study, Act)
- Sustain and spread improvements.

 $*MAPP-\!Mobilizing\ for\ Action\ through\ Planning\ and\ Partnerships;\ NPHPSP-\!National\ Public\ Health\ Perform\ ance\ Standards\ Programmer (NPHPSP-National\ Public\ Health\ Perform\ Action\ Action\$ 

Nebraska's performance management system graphic displays the work that will be accomplished over the 2011-2012 calendar year for each of the performance management components

#### About Nebraska's Performance Management System

In 2011, the Nebraska Division of Public Health developed its first Performance Management and Quality Improvement (PMQI) Plan and formed a Performance Improvement Advisory Council to support performance management system development and preparation for voluntary national accreditation. Nebraska used the Turning Point Performance Management System model as a foundation for the development of its PMQI plan. Using the Turning Point model, performance standards are being established based on a comprehensive public health assessment, the priority goals and objectives of the Nebraska Public Health Improvement Plan, and the Division's strategic plan. The performance measures are being based on the priority goals and targets established during the planning process and progress on the targets will be transparent throughout the state. Finally, to achieve high performance, it is critical to continually improve the quality of programs, services, and activities using the Plan, Do, Study, Act approach.

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