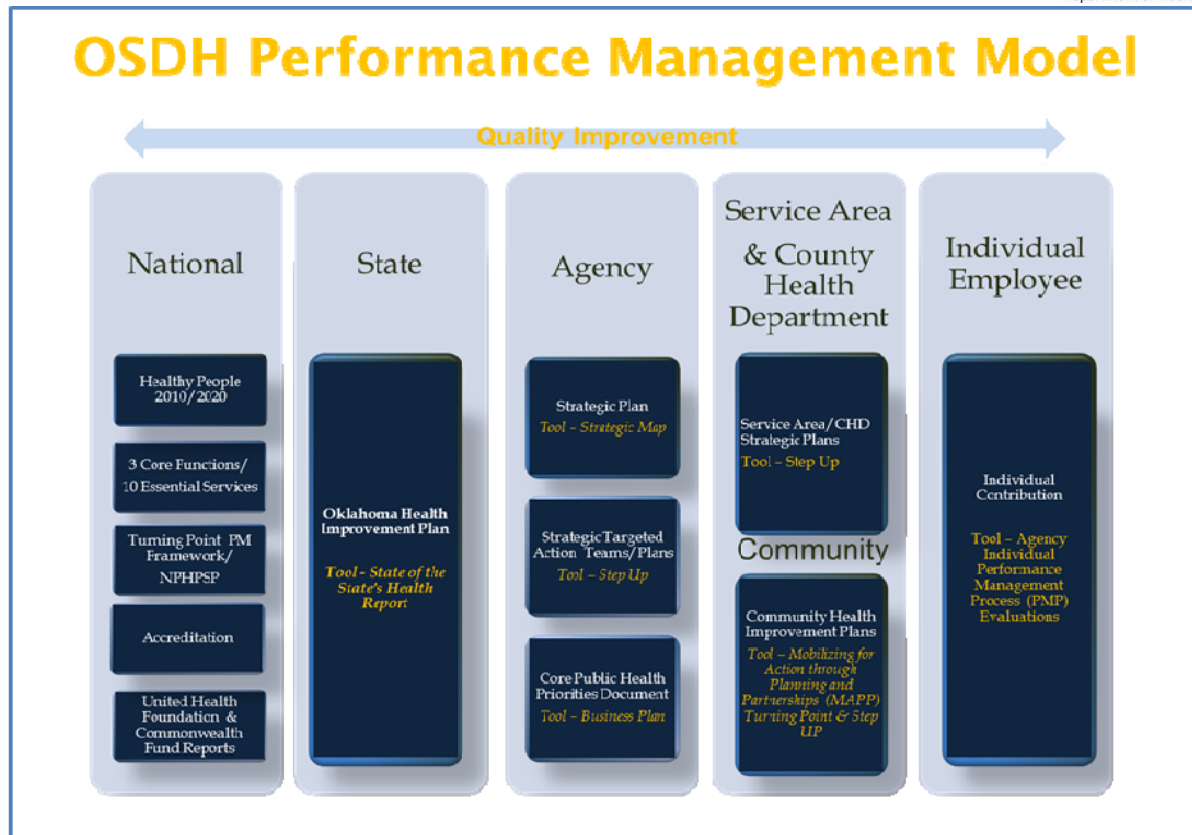


Oklahoma State Department of Health



Oklahoma's performance management model shows how various performance activities align, what main tools accomplish them, and how each area has impact on the others

About Oklahoma's Performance Management Model

The Oklahoma State Department of Health (OSDH) began its performance management process with an adaptation of the Plan-Do-Check-Act method using the Turning Point Performance Management Framework. The *Plan* step identifies relevant performance standards and setting goals; the *Do* phase collects data and measures performance; the *Check* phase uses data for decisions to improve policies and outcomes; and the *Act* phase analyzes the data, provides feedback to stakeholders, and establishes standardization. In fall 2010, OSDH adapted this information into the OSDH Performance Management Model, which demonstrates alignment of systems and processes from national to state to agency, to service area and community/county health department, and to the individual employee, through a continuous quality improvement cycle. Alignment among all levels is critical to assure that OSDH is moving in the same direction to have the largest impact. More importantly, by aligning the performance management activities, an employee can see how their individual contribution leads to success in their service area, county health department, or community; which then leads to success in impact at the agency, state, and national levels as each area's successes builds upon the other.

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