



Public Health Foundation

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PHF Mission:

We improve the public's health by strengthening the quality and performance of public health practice

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*Healthy Practices
Healthy People
Healthy Places*

Learning Objectives

- After the webinar, you will be able to:
 - Describe the purpose of the Competencies for Performance Improvement Professionals and their relationship to the Core Competencies for Public Health Professionals
 - Identify resources to help support the use of the performance improvement competencies
 - Provide feedback on the draft competencies to inform their further development

Purpose of Performance Improvement Competencies

- Define and describe skills and competencies desirable for performance improvement professionals
- Assist in developing:
 - Training to help build performance improvement skills and competencies
 - Job descriptions for performance improvement professionals
 - Performance objectives for performance improvement professionals
 - Others uses?

Development of Performance Improvement Competencies

- Built on Performance Improvement Managers competencies
- Expanded on performance improvement competencies in the [Core Competencies for Public Health Professionals](#)
- Input from technical assistance providers and trainers who have assisted over 500 health departments
- ASTHO, NACCHO, NNPHI, PHAB, CDC
- This is an important beginning.....

So, I No Longer Need to Use the Core Competencies for Public Health Professionals?!?!

- The Core Competencies for Public Health Professionals applies to ALL public health workers
- There are critical performance improvement competencies in the Core Competencies
- The Competencies for Performance Improvement Professionals are specific to this emerging discipline and suggest additional performance improvement skills beyond what is in the Core Competencies

Core Competencies: Examples of Performance Improvement Competencies

- Develops community health assessments using information about health status, factors influencing health, and assets and resources
- Makes evidence-based decisions
- Uses evaluation results to improve program and organizational performance
- Develops strategies for continuous quality improvement
- Contributes to continuous improvement of individual, program, and organizational performance
- Develops performance management systems
- Uses performance management systems for program and organizational improvement

Example of Digging Deeper with Performance Improvement Competencies

- Core Competency - Develops strategies for continuous quality improvement
- Performance Improvement Competency - Coordinates development, implementation, and evaluation of a continuous quality improvement plan

THE COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS - DRAFT

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

1. Coordinates development, implementation, and evaluation of a continuous quality improvement plan.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

2. Collaborates with colleagues for the development, implementation, and evaluation of a performance management system and quality improvement policies and programs.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

3. Leads development, implementation, the reporting process, and evaluation of an organization-wide performance management system.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

4. Implements strategies to evaluate the effectiveness and quality of policies, programs, and services.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

5. Uses evidence (e.g. best practice, literature, model practice) in developing, implementing, evaluating, and improving a performance management system and quality improvement policies and programs.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

6. Uses evaluation results and the performance management system to improve individual, program, and organizational performance.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

7. Uses valid and reliable quantitative and qualitative data in the improvement of organizational processes and performance (e.g. data driven decision making).

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

8. Coordinates the use of teams for improvement of organizational processes and performance

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

9. Uses financial analysis methods (e.g. cost-effectiveness, cost-benefit, cost-utility analysis, and return on investment) for decision making and programmatic prioritization related to performance management and quality improvement.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

10. Uses information technology systems in accessing, collecting, analyzing, maintaining, and disseminating data and information.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

11. Ensures continuous improvement of individual, program, and organizational performance through professional development opportunities in performance management and quality improvement.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

12. Applies performance management and quality improvement practices across programs and the organization.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

13. Coordinates performance management and quality improvement work to align with organization and community plans, such as the strategic plan, community health improvement plan, communication plan, and all hazards emergency operations plan.

COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

14. Assures continuous improvement of the performance management system and quality improvement policies and programs.

Feedback on the Competencies

- What is missing from these competencies?
- What could be added?
- What should be changed?

- We want your feedback!
Before 3/31/16:
 - Ron Bialek: rbialek@phf.org
 - Julie Sharp: jsharp@phf.org

RESOURCES FOR THE COMPETENCIES FOR PERFORMANCE IMPROVEMENT PROFESSIONALS

www.phf.org/PICompetenciesResources

Resources: Competencies for Performance Improvement Professionals



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Resources: Competencies for Performance Improvement Professionals



Overview

Developed from the Core Competencies for Public Health Professionals, the Competencies for Performance Improvement Professionals in Public Health are a set of skills and characteristics desirable for the performance improvement professional. These competencies are designed to support organizational development of the performance improvement professional, and may have use in

developing job descriptions and performance objectives, conducting performance reviews and evaluations, creating workforce development and training plans, and in preparation for accreditation.

To assist with the implementation of these competencies, the Public Health Foundation (PHF) has collected a set of resources and tools for each competency that may be of support to the development of skills and knowledge for performance improvement professionals. Additional information may be found in the [Public Health Improvement Resource Center](#), a database of resources collected to support public health efforts in performance improvement, including performance management, quality improvement, workforce development, and accreditation preparation.

Competencies for Performance Improvement Professionals in Public Health

1. Coordinates development, implementation, and evaluation of a continuous quality improvement plan.
2. Collaborates with colleagues for the development, implementation, and evaluation of a performance management system and quality improvement policies and programs.

Resources: Competencies for Performance Improvement Professionals



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Performance Improvement

Public Health Improvement Resource Center

Performance Improvement Services

Resources: Competencies for Performance Improvement Professionals

Resources for Competency 1:

Coordinates Development, Implementation, and Evaluation of a Continuous Quality Improvement Plan

- *Public Health Quality Improvement Handbook*: A collaboration of the American Society for Quality and PHF this book contains practical examples and tools from subject matter experts successfully using quality improvement (QI) to meet client needs, maximize outcomes, and partner with communities.
- *Public Health Quality Improvement Encyclopedia*: This comprehensive encyclopedia, written and published by PHF, includes 75 QI tools and when and how to use each.
- *Roadmap to a Culture of Quality Improvement*: This National Association of County and City Health Officials website guides local health departments through six levels of QI maturity toward a culture of quality. Included in the website are examples of common organizational characteristics, strategies, and supplemental resources for each phase.
- *Designing and Implementing a QI Plan*: This PHF webinar addresses why a public health department should build a quality plan, what it should include, who should be involved in its development, and how this plan will help in accreditation activities.
- *Agency QI Plans*: The Public Health Quality Improvement Exchange provides links to several QI plans from - health departments accredited by the Public Health Accreditation Board (PHAB), including PHAB site reviewer comments.
- *Embracing Quality in Public Health: A Practitioner's Quality Improvement Guidebook*: Michigan Public Health Institute's Office of Accreditation and Quality Improvement provides a guidebook about the implementation and use of QI in the field of public health.
- *Quality Improvement Plan Toolkit*: Guidance and Resources to Assist State and Territorial Health Agencies in Development a Quality Improvement Plan: The Association of State and Territorial Health Officials have developed a free QI Plan Toolkit to support QI plan development and preparation for accreditation by PHAB.

Developed from the [Core Competencies for Public Health Professionals](#), the [Competencies for Performance Improvement Professionals in Public Health](#) are a set of skills and characteristics desirable for the performance improvement professional. To assist with the implementation of these competencies, the Public Health Foundation (PHF) has collected a set of resources and tools for each competency that may be of support to the development of skills and knowledge for performance improvement professionals.

Ready to Get Started?

[Performance Management Technical Assistance and Training](#): PHF offers a number of training and technical assistance options in the area of performance management. All are facilitated on-site at a location of your choice and taught by quality improvement and performance management experts. If you're ready to get started, PHF is ready to assist. Contact Margie Beaudry at (202)218-4415

Applying PDCA to Performance Improvement Competencies



- Competencies will be refined based on:
 - phPIN Network feedback
 - PHIT meeting feedback
 - Council on Linkages feedback
- Learning will occur from continued use
- Updated competencies by June 30, 2016

New PI Resources from PHF

- 3/30/16 Webinar: [Using *The Community Guide* for Community Health Improvement](#)
- 4/21/16 Webinar: [Performance Management: Improving the Improvement](#)
- New QI Tools
 - [Investigating Change](#)
 - [Crosswalk for Aligning Accreditation Plans](#)
 - [Tools to Supplement the Quality Improvement Encyclopedia](#)
- On-Site Services for PI professionals: www.phf.org/PINservices
- Subscribe to [Performance Improvement Inside Track](#), www.phf.org/insidetrack

Public Health Foundation

Strengthening the Quality and Performance of Public Health Practice



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ACADEMIC PRACTICE LINKAGES

Furthering academic/practice collaboration to assure a well-trained, competent workforce and strong, evidence-based public health infrastructure

- Council on Linkages Between Academia and Public Health Practice
- Core Competencies for Public Health Professionals
- Academic Health Department Learning Community

www.phf.org/councilonlinkages

www.phf.org/corecompetencies

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