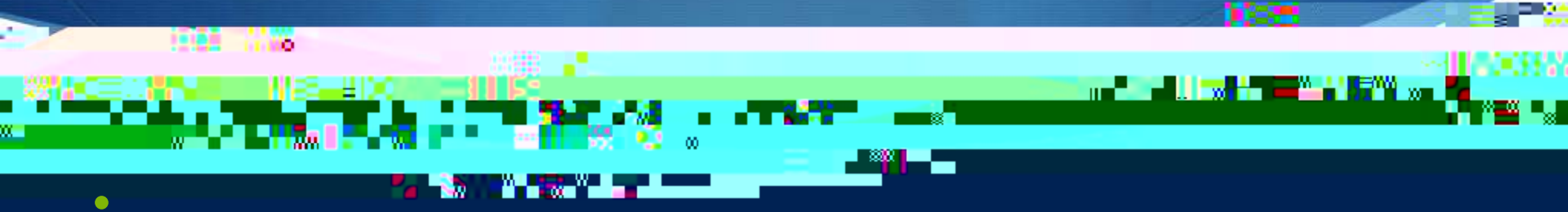


# Overview

- Performance Management and Quality Improvement is

# Objectives



# Benefit to WCHD

- Complete infrastructure grant requirements
-

# Importance

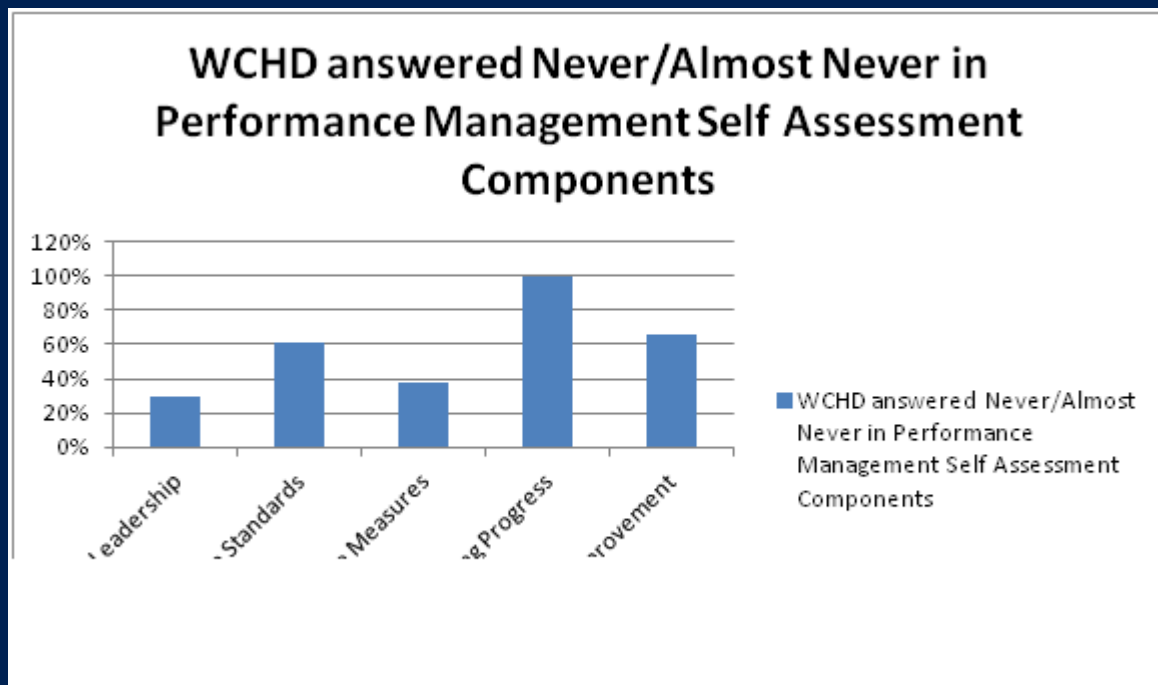
- Standard 9.1 Use a performance management system to monitor achievement of organizational objectives
- For the health department to most effectively and efficiently improve the health of the population, it is important to monitor the performance of:
  - Processes
  - Programs
  - `lratheo4tT hU.4487 a4tT 9287 80.92.44tT 92.4ses`

# Importance

“If done well, performance management allows an organization not only to assess their current level of functioning, but to effectively allocate resources to improve priority health outcomes and identify gaps that need additional resources. In the changing world of public health, we can’t afford to view performance management as a luxury, but the key to continuous improvement.”


# Implementation

- Conducted performance management self assessment



# Implementation

- Developed prototype for tracking system
  - Used county and city AODA data



The image shows a screenshot of an Excel spreadsheet titled 'MIS'. The spreadsheet has a header row with the following columns: 'Indicator', 'Baseline', 'Data Point 1', 'Data Point 2', 'Data Point 3', 'Benchmark', and 'Current Status'. The rest of the spreadsheet is currently blank.

Indicator	Baseline	Data Point 1	Data Point 2	Data Point 3	Benchmark	Current Status
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# Implementation

- Created worksheet for data indicators
- Used prototype to design tracking system for WCHD
- Key Indicator
- Current Status
- Target
- Baseline
- 3 data points
- Why Measured
- Standard/Source
- Measure Type-
  - Outcome, Process, Capacity
- Data Source
- Standard
- Update Frequency
- Measure Review Process





# Performance Management Plan

- Reviewed other county health department plans
- Considered current staffing and priorities at WCHD
- Created draft Performance Management and QI Plan

# Challenges

- Time
  - Currently WCHD is understaffed with 3 unfilled positions;
    - Chronic Disease Prevention Supervisor
    - Public Health Planner and
    - Communications
- Consolidation and reorganization
- Public Health Emergencies—other priorities

# Challenges

- Staff interest
  - Performance management and quality improvement are not current public health functions at WCHD
  - Hard to see benefit

# Recommendations

- Establish Quality Improvement Council to be staff led
- Determine if WCHD will pursue PHAB Accreditation