

SYSTEMS DEVELOPMENT & REDEVELOPMENT: *AGENCYWIDE PERFORMANCE MANAGEMENT*

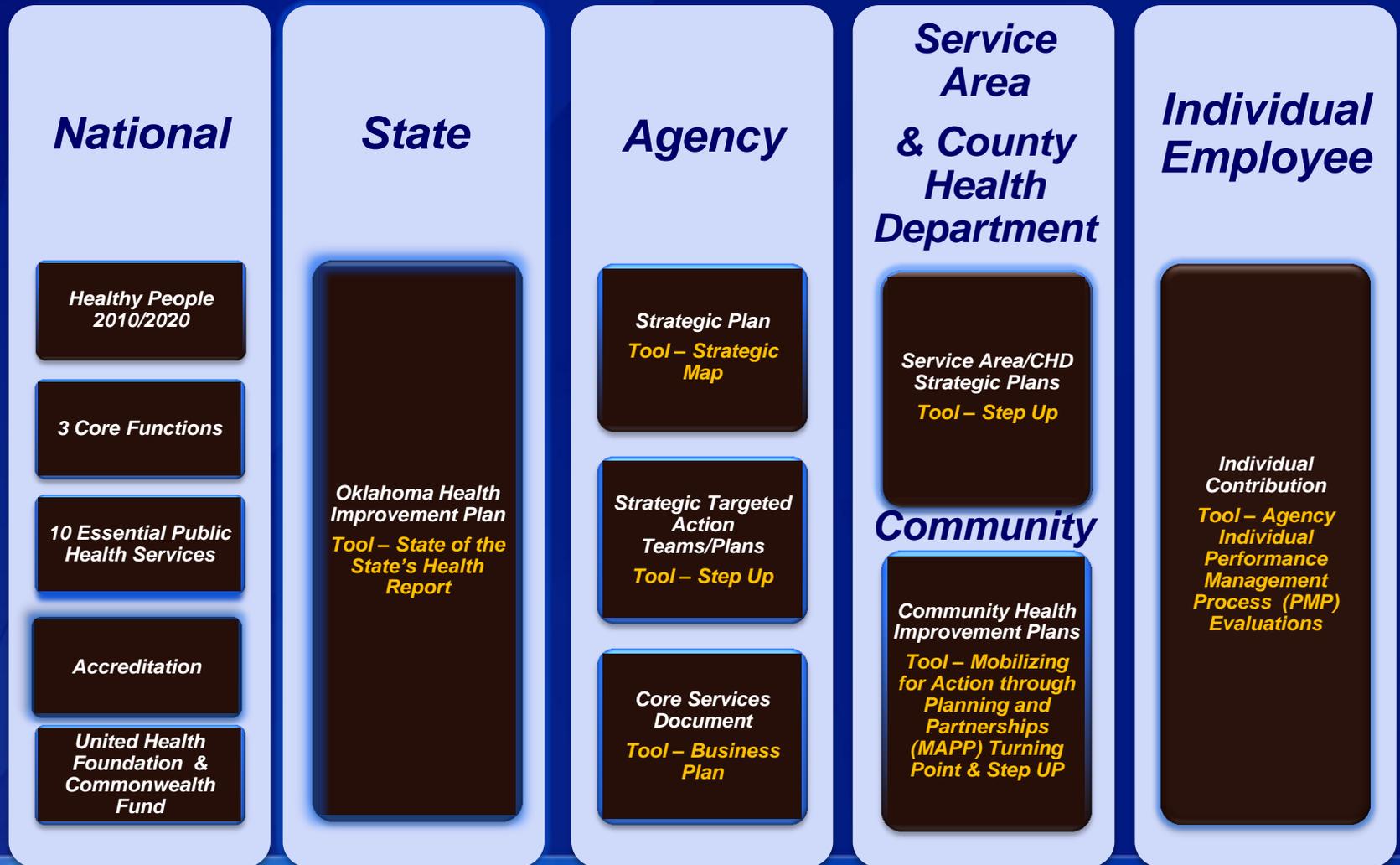
Presented by Joyce Marshall, MPH
Director, Office of Performance Management
Oklahoma State Department of Health

NPHII Grantee Meeting
March 30, 2011

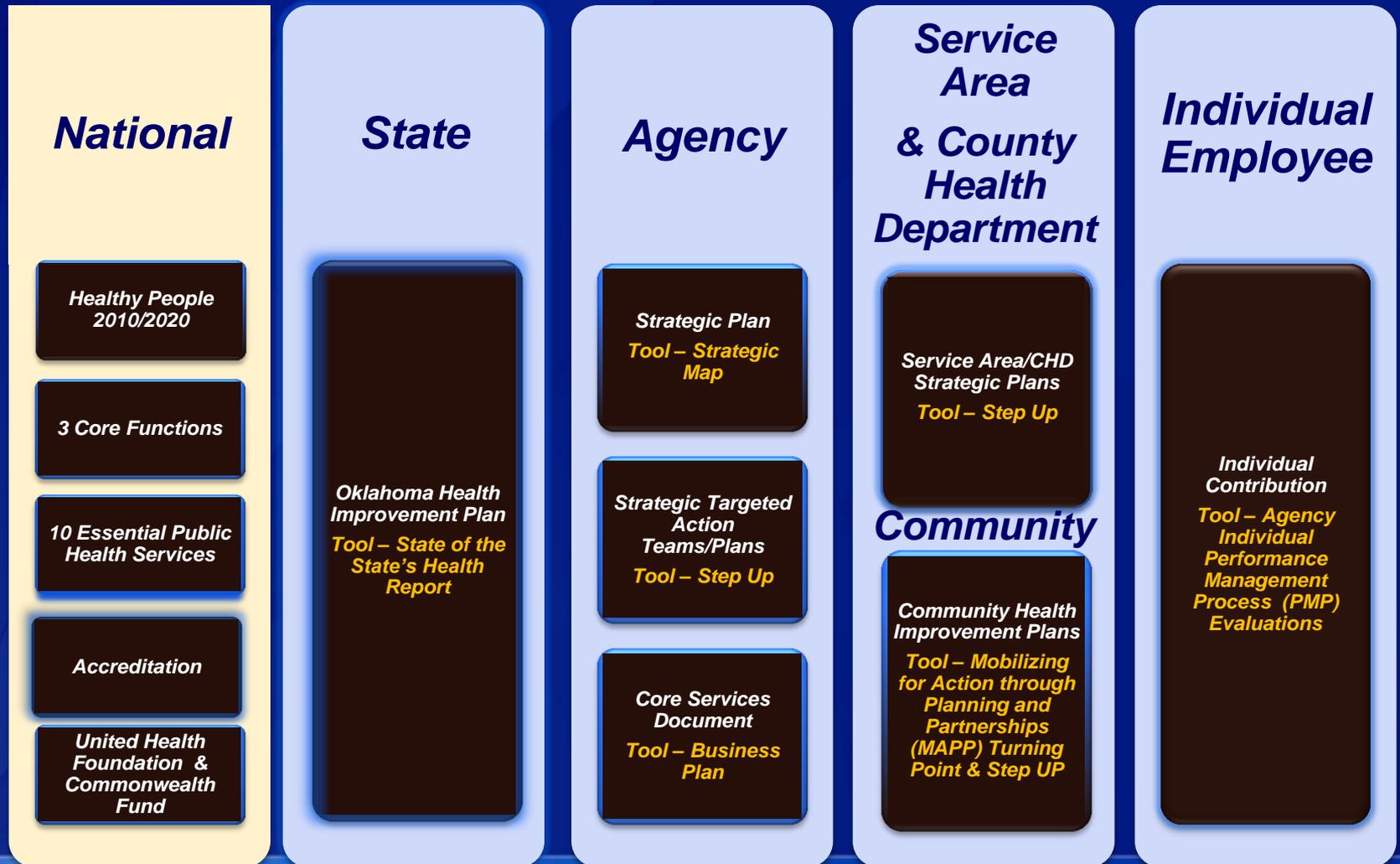
Why is Performance Management Important?

- Increases alignment of strategic initiatives
- Optimizes human capital potential
- Provides accountability to stakeholders
- Systematically defines and measures success
- Encourages continuous and ongoing cycle of improvement

OSDH Performance Management Model



OSDH Performance Management Model

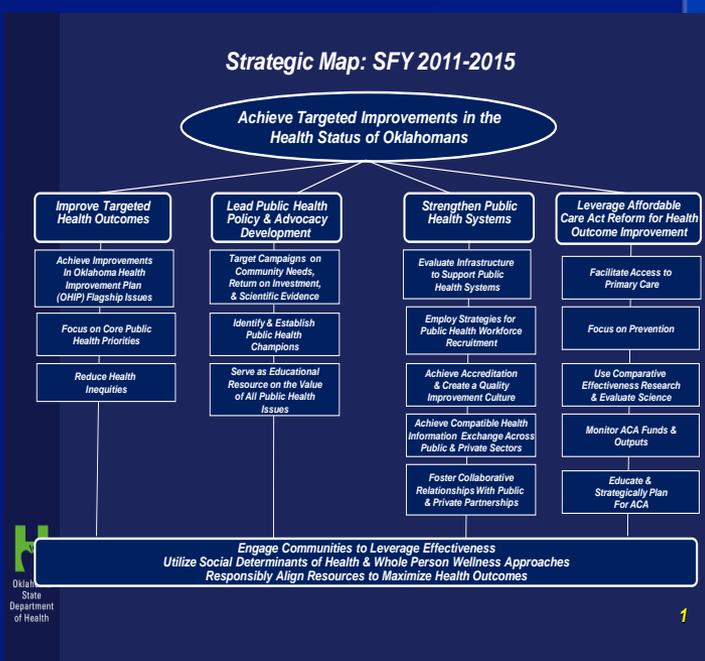


PHAB Prerequisites

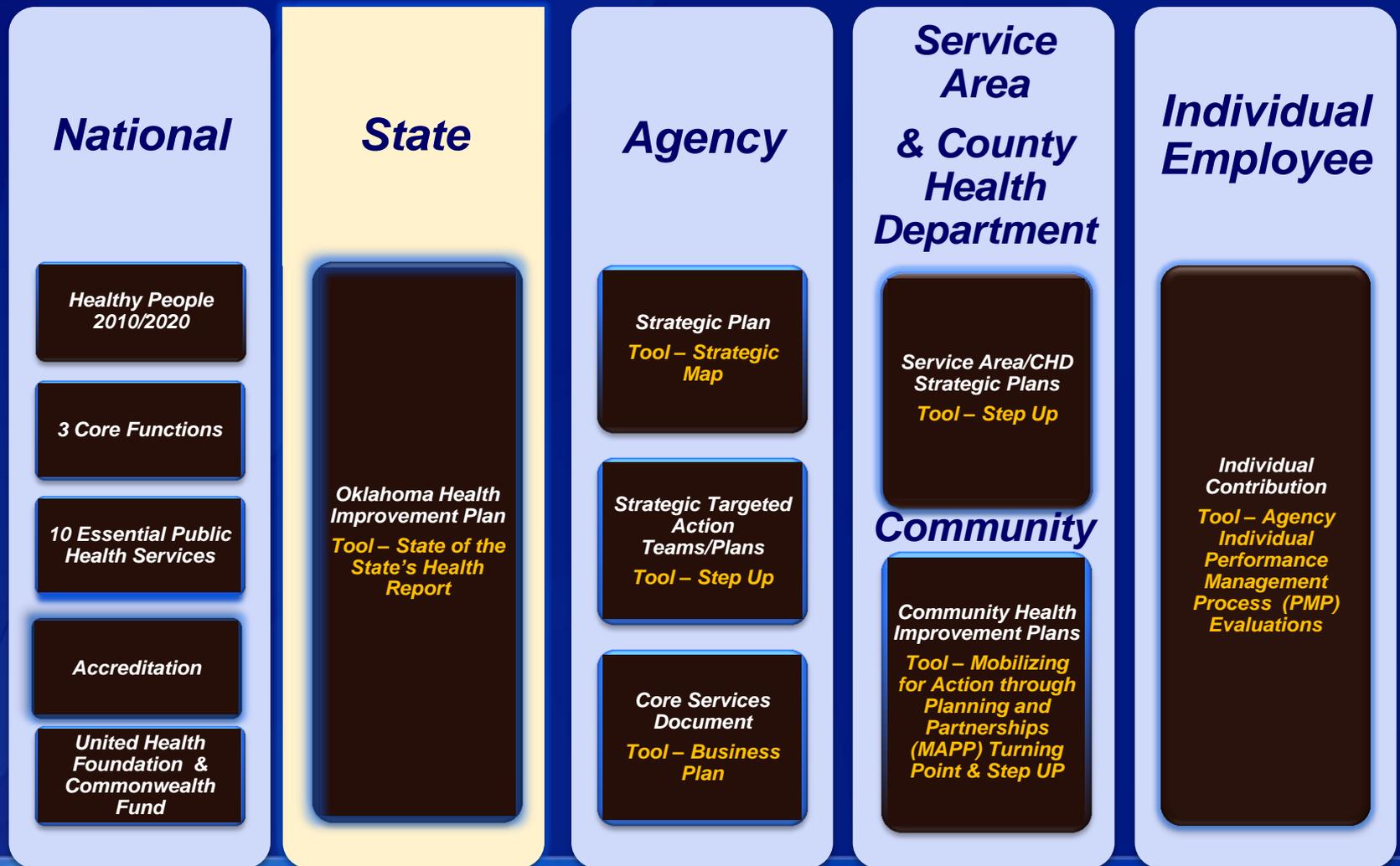
Assessment

State Health Improvement Plan

Strategic Plan



OSDH Performance Management Model





[STRATEGIC PLANNING]

FLAGSHIP GOALS

Tobacco Use Prevention
Obesity Reduction
Children's Health

INFRASTRUCTURE GOALS

Public Health Finance
Workforce Development
Access to Care
Health Systems Effectiveness

SOCIETAL & POLICY INTEGRATION

Policies and Legislation
Social Determinants of Health & Health Equity

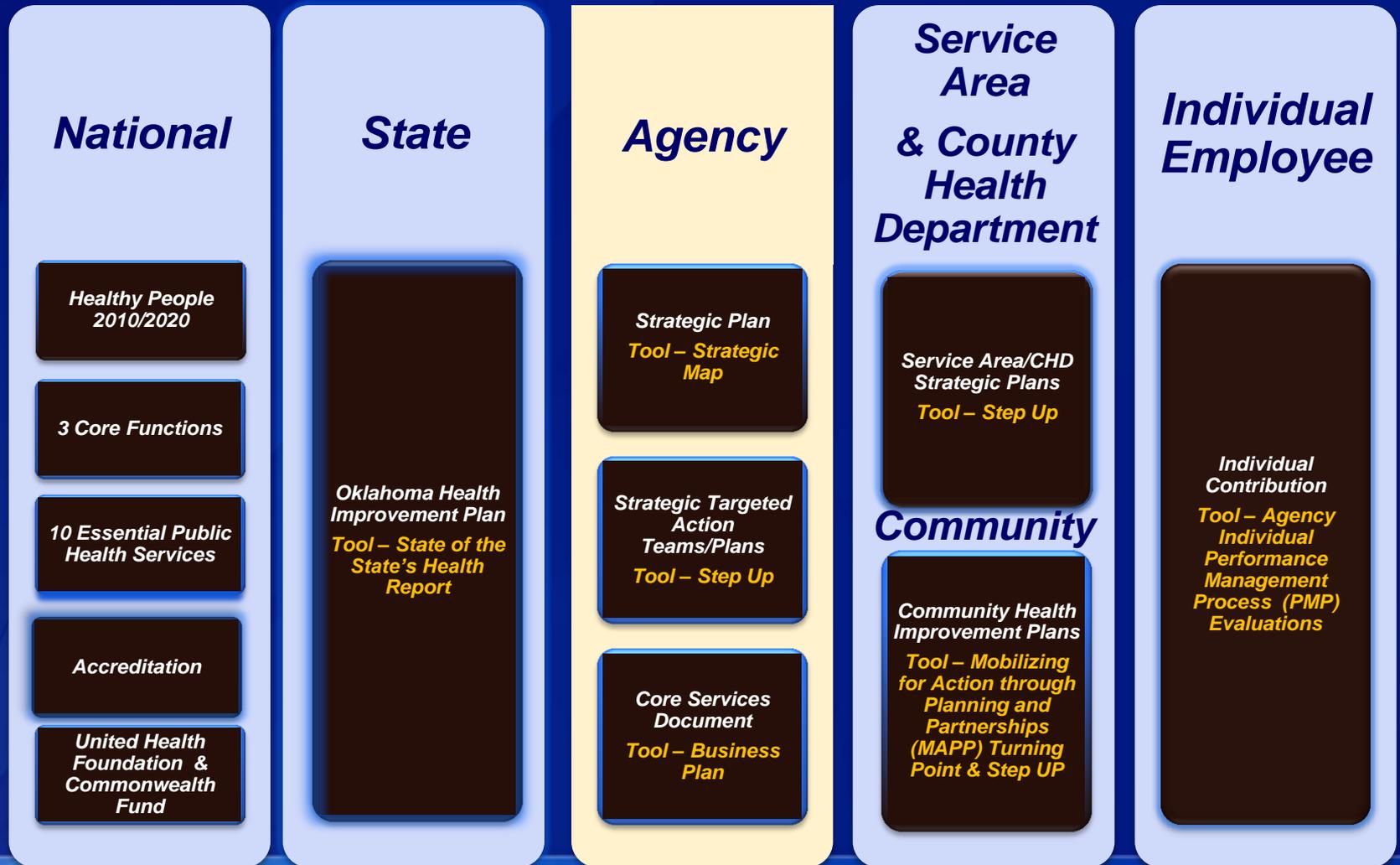
OHIP 5320/Shape Your Future Campaign

- State-wide
5320/Shape Your Future launch
 - Criticality of Health Status
 - OHIP Legislative Agenda
 - Release of Oklahoma Children's Health Plan



If Oklahoma “matched” the national average in health status indicators, 5,320 lives would be saved each year.

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Oklahoma State Department of Health Strategic Map: SFY 2011-2015

**Achieve Targeted Improvements in the
Health Status of Oklahomans**

Improve Targeted Health Outcomes

Achieve Improvements
In Oklahoma Health
Improvement Plan
(OHIP) Flagship Issues*

Focus on Core Public
Health Priorities**

Reduce Health
Inequities

Lead Public Health Policy & Advocacy Development

Target Campaigns on
Community Needs,
Return on Investment,
& Scientific Evidence

Identify & Establish
Public Health
Champions

Serve as Educational
Resource on the Value
of All Public Health Issues

Strengthen Public Health Systems

Evaluate Infrastructure to
Support Public Health Systems

Employ Strategies for
Public Health
Workforce Recruitment

Achieve Accreditation
& Create a Quality
Improvement Culture

Achieve Compatible Health
Information Exchange
Across Public/Private Sectors

Foster Collaborative
Relationships With Public &
Private Partnerships

Leverage Resources for Health Outcome Improvement

Facilitate Access to
Primary Care

Focus on Prevention

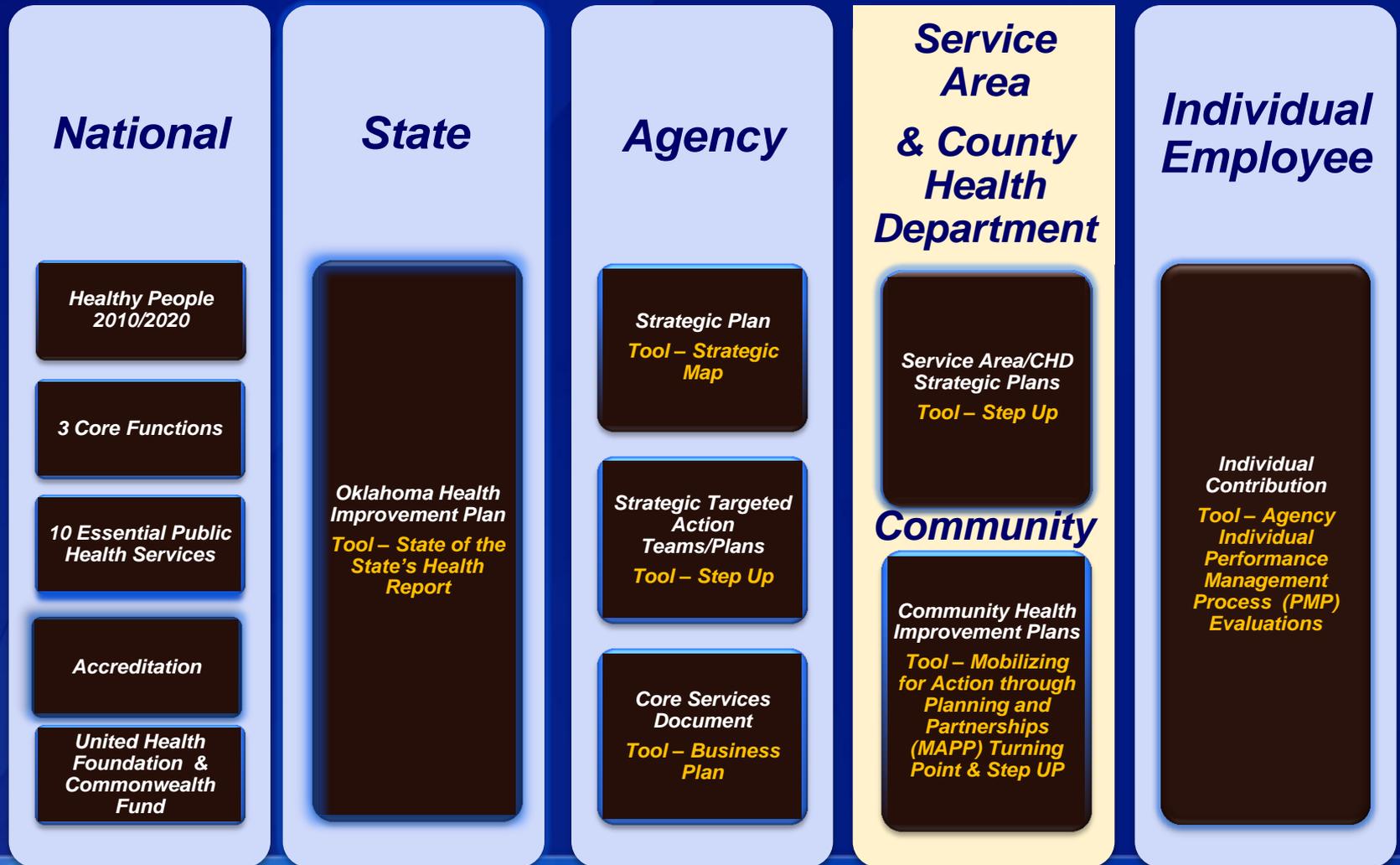
Use Comparative
Effectiveness Research
& Evaluate Science

Monitor Funding
Opportunities

Educate & Strategically
Plan for Health
Systems Change

**Engage Communities to Leverage Effectiveness
Utilize Social Determinants of Health & Whole Person Wellness Approaches
Responsibly Align Resources to Maximize Health Outcomes**

OSDH Performance Management Model



Step UP Performance Management System



Step UP

"Strategies toward excellent performance---Unlimited Potential"

Oklahoma State Department of Health
Performance Management system



5 STEPS

3 Templates

Step UP
Performance
Management
System





CATCH Kids Club

Collaborative Results

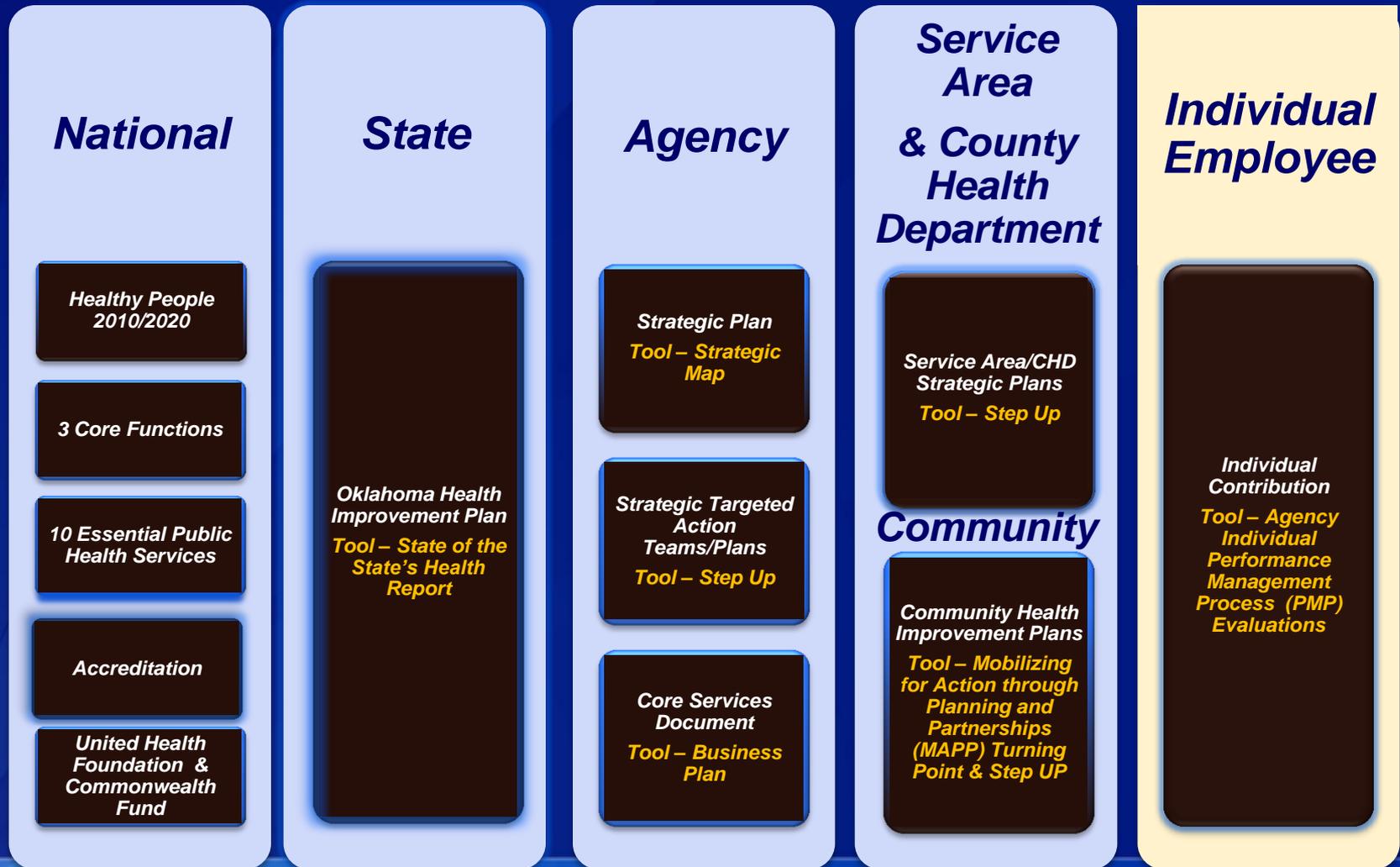
- AIM 1: Parental Involvement
 - 17% increase in acknowledged parental receipt of CATCH related information and activities
 - 11% increase in sharing of the importance of fruits and vegetables from child to parent
 - 33% of parents reported participating in CATCH activities at home after implementation of monthly CATCH calendar
- AIM 2: Increased Nutrition Knowledge/PA Behavior
 - 44% increase in students who correctly responded to majority of physical activity behavior/nutrition knowledge questions
 - Statistically significant decrease in CKC participants' BMI occurred in final year of project

Oklahoma QI Collaborative Overall Results

- **Community Engagement**
 - 570% average increase in # partners (2)
 - 111% average increase in # sectors represented in community coalition (3)
 - 70% increase in committed resources from coalition partners (1)
 - 16% improvement in meeting effectiveness as rated by community coalition partners (5)
- **Health Improvement Planning**
 - 80% improvement in percentage of 4 MAPP assessments completed towards a CHA & CHIP (5)
 - 70% improvement in percentage of local strategic plan completed in Step UP (5)



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Performance Alignment Example 1

National: HP 2010/2020, Accreditation, UHF & Commonwealth Fund Reports
State: Oklahoma Health Improvement Plan (Tobacco Flagship Issue)
County Health Department

Agency
Strategic Map

- Achieve improvements in Oklahoma Health Improvement Plan Flagship Issues
- Focus on Core Public Health Priorities
- *Leadership PMP*: Decrease the percentage of Oklahoma adults who smoke from 25.4% to 22.2%

CHD Step UP

- Goal: Improve the health status of the citizens of the county
- Objective: CHD will achieve 100% of core performance measures annually
 - Tobacco Prevention Core Measure: Reduce the percentage of adults who smoke in county from 22.9% to 22.2%

Administrator
PMP

- Accountability 1: Decrease percentage of adults who smoke in county from 22.9% to 22.2%.
- Accountability 2: Community coalition's official endorsement and full support of the OHIP SFY 2011 legislative agenda item of restoring local control by repealing all preemptive clauses in the *Prevention of Youth Access to Tobacco Act and the Smoking in Public Places and Indoor Workplaces Act*.

Nurse Mgr
PMP

- Accountability: Audit records from one family planning clinic monthly to assure 100% of patients are assessed in regard to tobacco use and identified users have received cessation counseling.

Nurse PMP

- Accountability: Assure the importance of tobacco cessation is addressed and referral materials are given to 100% of all patients determined to be at risk for tobacco related health issues.

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