
Welcome to the Performance Improvement Managers Network Call!

Learning About Established Performance Improvement Offices in Health Departments

February 24, 2011

1-866-707-1999 or 1-203-480-2479, code: 2905024
Please press *6 to mute your line; please do not put your phone on hold



Centers for Disease Control and Prevention
Office for State, Tribal, Local and Territorial Support

Agenda

Today's Presenters:

Dawn Jacobson, Los Angeles Department of Public Health

Joyce Marshall, OK State Department of Health

Joe Kyle, SC Department of Health & Environmental Control

Joan Ascheim, NH Division of Public Health Services

Moderators:

Liza Corso, CDC/OSTLTS

Teresa Daub, CDC/OSTLTS

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djacobson@ph.lacounty.gov



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Office of the Medical Director

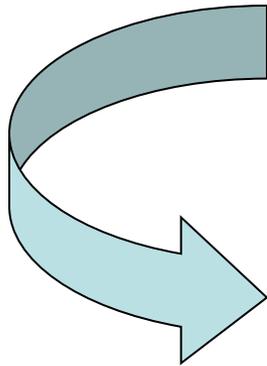




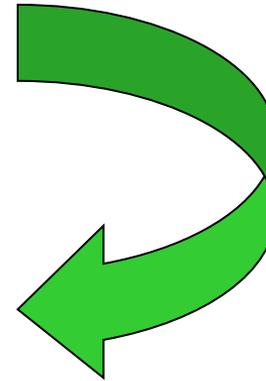




POPULATION INDICATORS
(Measures of population-level
health outcomes and behaviors)



PERFORMANCE MEASURES
(Measures of program
effort and output)







Annual Timeline

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Add/Drop//Modify <i>Public Health Measures</i>			Data Update	Data Analysis and Review			Prepare Reports		Data Update		Data Analysis and Review Prepare DPH and CEO Performance Reports

← Performance Improvement Projects →

← Progress Reviews with Health Officer →

← Performance Improvement Training →



Summary

- LAC DPH PI system based on 3 key elements
 - Strategic planning
 - Performance measurement
 - Performance improvement projects
- Department-wide team and executive leadership essential for success
- Enhanced department PI capacity
 - Training (online, interactive workshops, consultants)
 - Online database
 - 1-2 larger, cross-department projects per year



Office of Performance Management, OSDH

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

OSDH Office of Performance Management

- Established upon request of Commissioner & approval of Board of Health in late 2006
- Directly report to COO and Commissioner
- From 1.0 FTE in 2007 to 2.75 FTE
 - Director
 - Training & Evaluation Coordinator
 - Administrative Programs Officer
- \$350,000 budget

OSDH Office of Performance Management

Role

- *Initial role:* design, develop, & implement a performance management system.
- *Role expanded to include:* direction & management of agency-wide strategic planning, performance management, quality improvement, health improvement planning, & accreditation readiness.
- Role is agency-wide and state-wide across all service areas & 68 county health departments.

OSDH Office of Performance Management

Key Outcomes

- Award-winning Step UP performance management system
- PHAB beta test site
- Strategic plan, health improvement plan, & assessment
- Performance management model/schematic
- Successful QI team results

Tying It All Together . . .

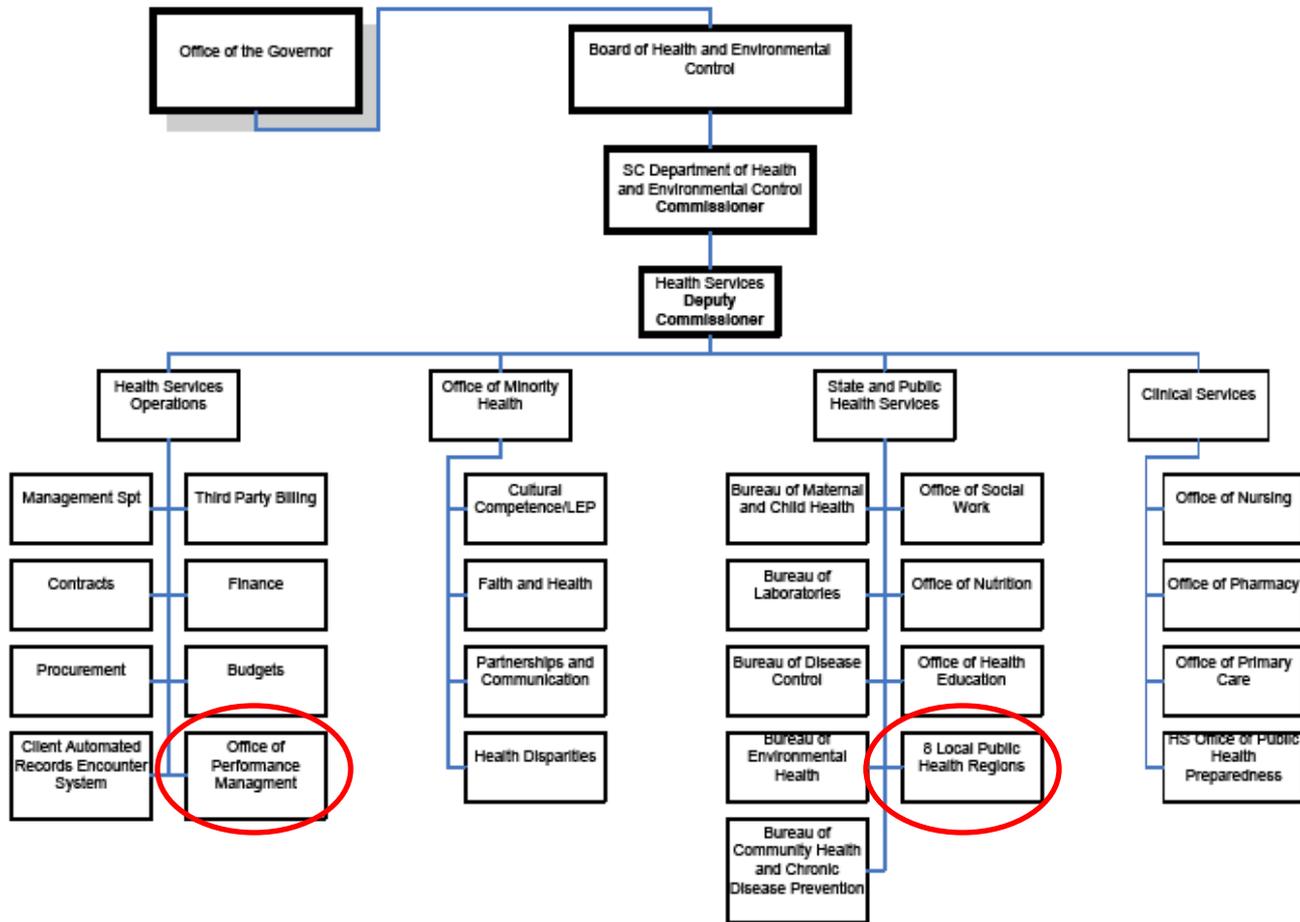
OSDH Performance Management Model



South Carolina
Department of Health and
Environmental Control

Office of Performance Management
Overview

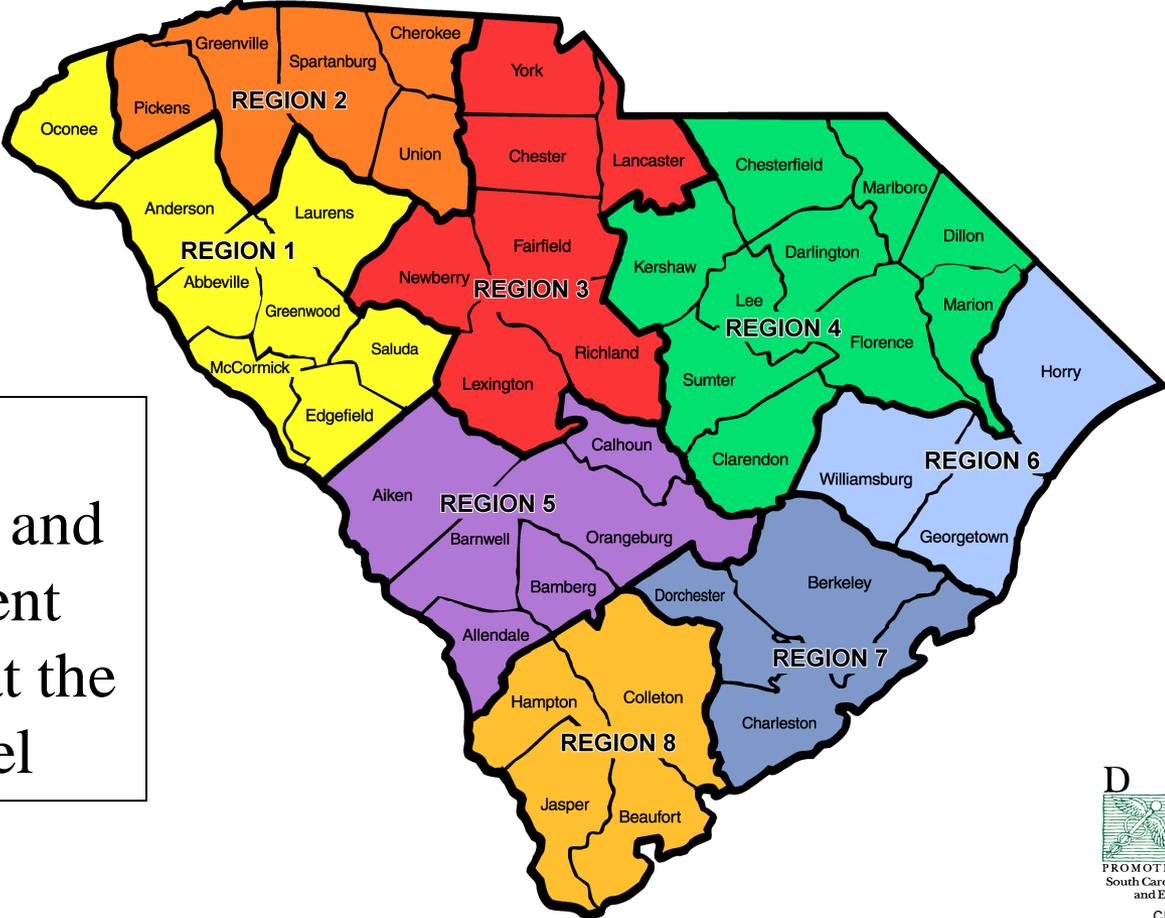
Feb. 24, 2011



Updated: July 2010

SC – Centralized governmental public health system

DHEC Regions



Local leadership and management provided at the region level



Office of PM in SC

- Staff make up
 - 1 Director: masters prepared, planning and QI expertise
 - 1 Quality Improvement Coordinator: masters prepared, QI and evaluation expertise
 - 1 Training Coordinator: masters prepared, curriculum and training expertise
 - 1 GA, part-time

Office of PM in SC

- History
 - Created 2004 with 1 staff, focus on general coordination across program lines—planning
 - 2nd staff added in 2007, focus on performance management
 - 3rd staff added in 2008, focus on PM, QI and workforce development

Office of PM in SC

- Current (2011) role:
 - Work with all program and administrative units to develop sound performance measures, monitoring and reporting
 - QI, project specific in both central office and regions
 - QI overall with leadership
 - General planning, analysis coordination
 - Public Health workforce development



Office of PM in SC

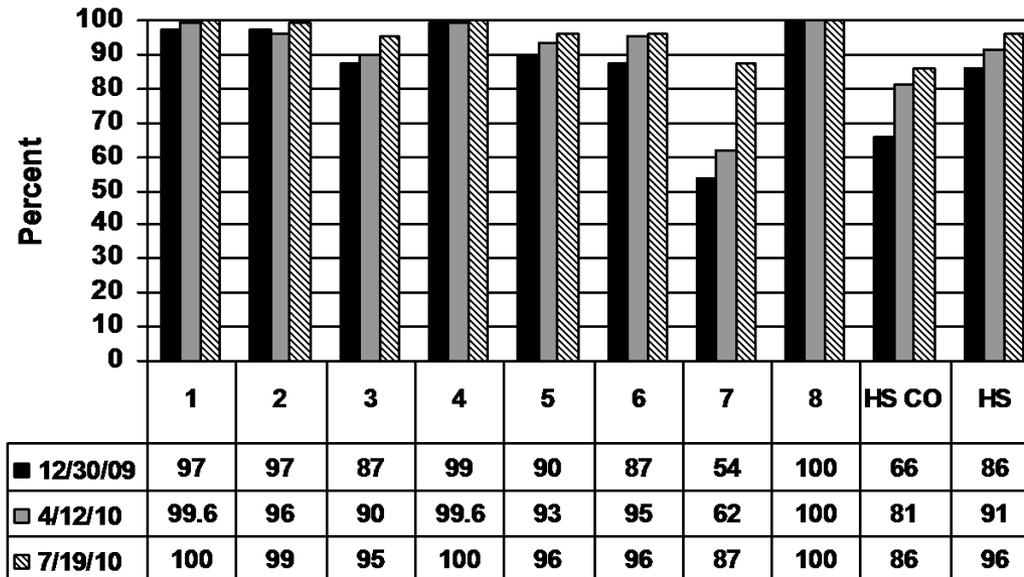
- Current (2011) PM activity:
 - Monitoring 180+ performance measures across the span of operations of Health Services
 - Tied to the agency strategic plan
 - Subset of 25 priority measures
 - 2 measures required documented QI work

Office of PM in SC

- Examples of Impact:

5A.2d Percent of employees that have a current Employee Performance and Development Plan (EPDP) for Health Services by Region and CO

Standard: 100 percent



Office of PM in SC

- Examples of Impact:

- Implementation of the 2As + R

DHEC Health Regions	Jul-Dec 2009 (6 mths)	Jan-Jun 2010 (6 mths)	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Cumulative Line Totals
1	0	82	57	61	42	29	29	19	319
2	0	81	29	22	15	19	18	5	189
3	0	3	46	45	27	31	24	30	206
4	5	5	87	82	42	45	35	25	326
5	0	2	30	20	24	9	10	17	112
6	0	3	38	52	29	16	12	9	159
7	0	7	8	12	13	9	10	13	72
8	9	4	3	0	1	2	6	0	25
Other DHEC local clinic (known region-not identified)	1	6	0	0	1	0	0	0	8
Column Totals for Health Regions	15	193	298	294	194	160	144	118	1416
Other Provider Referrals*	70	105	19	41	31	14	16	19	315
TOTAL FAX REFERRALS	85	298	317	335	225	174	160	137	1731

Performance Improvement in the Granite State New Hampshire's Approach



NPHII Call
February 24, 2011



NH DIVISION OF
Public Health Services

Improving health, preventing disease, reducing costs for all



Institutionalizing Performance Improvement

- In 2004 as part of a restructuring of the Department of Health and Human Service and the Division of Public Health Services a new bureau was created:
 - The Bureau of Policy and Performance Management
- In 2010 it was again restructured to be the Bureau of Public Health Systems, Policy and Performance to recognize the importance of strengthening the public health system
 - Staff of 1 for performance improvement until NHPII

**Performance Based
Contracting &
Monitoring**

**Public Health
Improvement
Action Plan
NPHPS**

**Regional Capacity
Assessment
And
Quality
Improvement**

**Strategic
Plan**

**Performance
Improvement &
Accreditation Readiness**

**Public Health
Regionalization**

**DPHS
Public Health
Improvement Team**

QuILTs



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Public Health Improvement Team (PHIT)

- A process to manage change and achieve quality improvement in public health policies, programs, and infrastructure within DPHS
- Using the Plan, Do, Study, Act approach
- Analyze root cause, quick change cycles
- Have tracked improvement initiatives such as:
 - Public Health Professionals on night & weekend call will respond within 15 minutes to initial contact from NH Hospital Switchboard or similar agency
 - To increase the promptness with which gonorrhea cases are interviewed and offered partner services
 - To decrease time needed to process contracts

Improvement work with public health systems partners

- 2005 Conducted the NPHPS
- Developed Strategic Priorities
- Workgroups
- Public Health Improvement Services Council –enacted in statute 2007 to oversee public health improvement



PUBLIC HEALTH SYSTEM STRATEGIC PRIORITIES 2006–2009 NEW HAMPSHIRE

- 1** Inform, educate and empower people about health issues
- 2** Monitor health status to identify and solve community health problems
- 3** Mobilize community partnerships and actions to identify and solve health problems
- 4** Develop policies and plans that support individual and community health efforts
- 5** Develop a communication plan to convey the importance and value of public health
- 6** Develop a plan to assure a competent public health workforce



NH Public Health Improvement Action Plan



Home

Health Promotion and Disease Prevention

Community Partnerships & Coalitions

Public Health Data

Contact Us

Welcome

New Hampshire public health partners convened in October 2005 to conduct an assessment of the public health system in the state. Out of this process, [New Hampshire's Public Health Improvement Action Plan 2008](#) was created. Several themes emerged from that assessment including the need for improved communication among public health partners to foster coordination, share best practices and avoid duplication of efforts. Additionally, partners spoke of the need for readily accessible data to assist in assessing community needs and monitoring public health initiatives.

www.nhphplan.org is a resource to connect public health partners in New Hampshire so that they can share the important work they are doing in our communities and statewide and to link them to important public health data to inform their work.

► Health Promotion Disease Prevention Activities

Inventory and survey of health promotion and disease prevention activities in the state with a focus on the areas of tobacco and substance abuse prevention, promotion of physical activity and good

“ The Division of Public Health Services staff is very motivated to keep this moving. One of our top priorities is to continue to improve communication of public health information among public health providers. ”

Kimberly Grace
Division of Public Health Service

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Internet

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Welcome to NH HealthWRQS!

NH HealthWRQS is a web-based data analysis system that produces reports about common community health indicators.

At this website, you are able to find information about the history and future of HealthWRQS, search for and get Reports in PDF format, request Reports about the health of NH communities, or request access to the HealthWRQS system. This site was created through funding from the CDC State Assessment Initiative.

[Report Library](#)

To search the library of existing reports on this site, click here

[Request Reports](#)

To request a report from HealthWRQS with your own set of parameters (geographic area, health indicators, years), click here.

Develop a communication plan to convey the importance and value of public health

- Researched and developed a communication plan
- Launched public health campaign and tagline
- NH Public Health *Improving health, preventing disease, decreasing costs for all*
- Evaluated reach and use of materials and will determine future efforts





An active lifestyle: that's how public health touches our lives every day.

Public health has made us all aware of the importance of daily physical activity. By promoting walking to school, daily physical education, and worksite wellness, public health helps to reduce obesity and related costs.

The annual medical costs for obesity in New Hampshire are estimated at \$302 million or \$232 per person. The cost of a pair of walking shoes is about \$50.

By promoting laws, providing education, promoting healthy lifestyles, and researching disease prevention, public health helps to improve health and reduce costs for all.

the
face of
NH public
health

NH Public Health
IMPROVING HEALTH,
PREVENTING DISEASE,
REDUCING COSTS FOR ALL
www.nhpha.org



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Improving health, preventing disease, reducing costs for all



Questions?

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Questions and Discussion

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Thank you!

Please send your questions and
comments to:

pimnetwork@cdc.gov



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