
Welcome to the Performance Improvement Managers Network Call!

Developing Software for Performance Management
June 23, 2011

1-888-790-3994 or 1-773-799-3688, code: 3478212



Centers for Disease Control and Prevention

Office for State, Tribal, Local and Territorial Support

Agenda

Today's Presenters:

Joe Kyle, SC Department of Health & Environmental Control

Joyce Marshall, OK State Department of Health

Moderators:

Liza Corso, CDC/OSTLTS

Teresa Daub, CDC/OSTLTS

1-888-790-3994 or 1-773-799-3688, code: 3478212

South Carolina

PM Data System in South Carolina
.....An evolution.....

*From Sticks and Stones,
to Hunter Gatherer,
to Agriculture,
to.....*

June 23, 2011 NPHII PIM Web Conference
Call

Joe Kyle

Director, Office of
Performance Management

Pre-Performance Management

- South Carolina very centralized, so data systems very centralized
 - All major financial and programmatic systems are developed for use by central office and the regions and CHDs
- Distinct data systems developing reports, some mainframe, some desktop
- Little coordination, integration...very stove piped

Beginning Performance Management (*sticks and stones*)

- Health Services Operational Plan
 - Developed in house (Access)
 - First attempt at program coordination, around health status issues
 - Transparent, statewide
 - All could see who was doing what on an issue (i.e. Breastfeeding, IM)
 - Very text laden, enormous volume
 - At end of day, limited value

Current Performance Management (*hunter gatherer phase*)

- Current system
 - Developed in house (Access riding on SQL server)
 - Input from whom (look and feel, content)

Indicators by Strategic Plan**Indicators by Performance Management Area**[Log in](#)

- [+ 1 : Increase support to and involvement by communities in developing healthy and environmentally sound communities](#)
- [+ 2 : Improve the quality and years of healthy life for all](#)
- [+ 3 : Eliminate Health Disparities](#)
- [+ 4 : Protect, enhance and sustain environmental and coastal resources](#)
- [+ 5 : Improve organizational capacity and quality](#)

[Show Indicator Data](#) [Include historic data](#)

Indicators by Strategic Plan

Indicators by Performance Management Area

Log out

- : Increase the number of community-based minority serving organizations that are implementing strategies to address HIV
- : Strengthen the capacity of community-based organizations and local health departments to implement and evaluate effective STD/HIV prevention and
- : Increase the proportion of minority HIV infected and high-risk persons receiving appropriate prevention, referral and care/treatment services
- : Decrease the incidence of perinatal HIV transmission
- : Eliminate syphilis among South Carolina residents
- : Decrease the prevalence of chlamydia and gonorrhea
- a : Percent of DHEC family planning and STD clinic clients with positive chlamydia tests that are treated within 14 days of the specimen collection date
- b : Percent of DHEC family planning and STD clinic clients with positive gonorrhea tests that are treated within 14 days of the specimen collection date

Show Indicator Data Include historic data

Percent of DHEC family planning and STD clinic clients with positive chlamydia tests that are treated within 14 days of the specimen collection date

No description available

Standard: 80 Standard description: <none>

Filter by reporting area: All Filter by reporting date: Jul-Dec 2009

Region 1 Jul-Dec 2009 Notes:

Baseline: N/A Target: N/A Value: 79.9 %

Region 2 Jul-Dec 2009 Notes:

Reports (*hunter gatherer*)

- By Program Area

S.C. DHEC: Health Services Performance Management: Reports - Windows Internet Explorer provided by DHEC Network Services

http://dhecnnet.dhec.sc.gov/hs/pm/reports.htm

File Edit View Favorites Tools Help

Google Search More >>

Sign In

Performance Management S.C. DHEC: Health Servic...

Reports

Links

HS CQI

Questions?

Performance Management Home

Health Services Operations

HS Management Training Feb 2011

Over 200 performance measures from the Central Office (CO) organizational unit. From this list of measures HS leadership identified 34 priority measures that were monitored more frequently to assess performance during calendar year 2008. Quality improvement (QI) activities were required on all 34 measures by the appropriate CO organizational unit, and Regions were also required to complete QI work on 26 of the 34 measures.

The following report includes the data and quality improvement results for these 34 priority performance measures.

- **Data and Quality Improvement Results on 34 Priority Performance Measures 2008**
 - Powerpoint summary of report presented at the HS Central Office Management Team Meeting and HS Joint Management Team Meeting July 2009

Organizational Unit performance measures data reports. Includes data on all of the measures entered into the PM database by the Central Office organizational unit and if applicable by the regions. **Current as of June 2010.**

- **Community Health and Chronic Disease Prevention**
 - Cancer Prevention
 - Diabetes Prevention
 - Heart Disease and Stroke Prevention
 - Healthy Aging
 - Home Health Services
 - Injury and Violence Prevention
 - Risk Reduction
 - Tobacco Prevention
- **Disease Control**
 - Acute Epidemiology
 - Immunization
 - STD/HIV Program
 - TB Control
 - Surveillance and Technical Support
- **Environmental Health**
 - Environmental Health
- **Health Services Operation**
 - Customer Service and Financial

Internet 100%

Reports(*hunter gatherer*)

- By Region, by priority measure

S.C. DHEC: Health Services Performance Management: Reports - Windows Internet Explorer provided by DHEC Network Services

http://dhecnnet.dhec.sc.gov/hs/pm/reports.htm

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Performance Management S.C. DHEC: Health Servic...

Individual region performance measure data reports. Includes data for the 2009 reporting period on all or the region related performance measures. To request a report with all PM data for the region contact Doug Taylor or Joe Kyle.

- Region 1
- Region 2
- Region 3
- Region 4
- Region 5
- Region 6
- Region 7
- Region 8

Final 2008 Region Continuous Quality Improvement (CQI) reports. Includes CQI responses to region related priority measures. Current as of April 2009.

- Region 1
- Region 2
- Region 3
- Region 4
- Region 5
- Region 6
- Region 7
- Region 8

Final 2008 CQI reports for the 34 priority performance measures. Reports include a Central Office program response and when applicable, each Region's response for the measure. Current as of April 2009.

- 1A1a
- 1B.3b
- 1B.4b
- 1C.4c
- 1C.4h
- 1C.6a
- 2A.2e
- 2A.3c

Internet 100%

Reports (*hunter gatherer*)

http://dhecnet.dhec.sc.gov/hs/pm/docs/STD%20HIV%20PM%20Report%206-18-10.pdf - Windows Internet Explorer provided by DHEC Network

http://dhecnet.dhec.sc.gov/hs/pm/docs/STD%20HIV%20PM%20Report%206-18-10.pdf

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Performance Management http://dhecnet.dhec.sc.g... X

6 / 50 102% Sign Find

STD/HIV **Data Entered by** **Reporting Frequency**

3A.3b. Percent of newly identified, confirmed HIV positive test results returned to clients Central Office Semi-Annual

Standard: 95 **Standard Description:** No data available for this measure-STD/HIV Division addressing data collection issues.

ReptArea:	Timeframe	Response	Notes:
Region 1			
Region 1	Jan-Jun 2008	57.1	8 out of 14 newly identified, confirmed HIV positive test results returned to client
Region 1	Jul-Dec 2008	58.8	Based on data entered into PATS 10 out of 17 newly identified, confirmed HIV positive test results returned to client
Region 1	Jan-Jun 2009	77.8	Based on data entered into PATS 7 out of 9 newly identified, confirmed HIV positive test results returned to client
Region 1	Jul-Dec 2009	46	Based on data entered into PATS 6 out of 13 newly identified, confirmed HIV positive test results returned to client. CY09-57% (12 of 21) Based on data entered into PATS
Region 2			
Region 2	Jan-Jun 2008	4.8	1 out of 21 newly identified, confirmed HIV positive test results returned to client

Done Unknown Zone

Current + 's

- Transparent, users can see how all performing across the state
- Linked to agency strategic plan
- Interface easy to understand
- Simple, inexpensive to develop and maintain
- Reports fairly clean, understandable

Current -'s

- Users cannot generate own reports-have to request
- No graphs, charts
- No export to Excel, No input from Excel, other
- Manual entry very slow, promotes error
- Screens not user friendly, too basic look and feel
- No query system, cumbersome to navigate
- Since done through “other duties” no ones job to maintain, improve

Performance Management (*animal domestication, agriculture*)

- Using CDC funding
 - Create a new data system (keep baby, throw out bath water)
 - In house or contract out for new system?
 - Since centralized, considerable internal expertise, resources
 - Envisioned process with timeline
 - In house
 - BeeLine Contract development, recruitment (through Jan 11)
 - JAD sessions (through June 11) with users, potential users and managers
 - Fully develop functional requirements (through summer 11)
 - Year 2, prototype development
 - Year 3 onward, troubleshooting, additions

Performance Management (*animal domestication, agriculture*)

- Reality

Scope of Work for BeeLine contract:

- The facilitator for the redesign of the Performance Management System data collection system will be responsible for the joint application design process. This will include working closely with the Principal Investigator to 1) identify project objectives and limitations, 2) identify critical success factors for the development project and business function, 3) define the schedule of workshop activities and project deliverables , 4) help identify workshop participants including business users and IS professionals, 5) prepare the workshop material consisting of documentation, worksheets and diagrams, 6) organize workshop activities and exercises, 7) coordinate workshop logistics and 8) prepare a final report for DHEC's Office of Performance Management and IS department.
- Based on the current schedule, contract will run from early January 2011– June 2011.

Performance Management (*animal domestication, agriculture*)

- Reality

- BeeLine issues
- JAD sessions done in-house
- Over 75 persons statewide over 6 meetings: program managers and coordinators, senior leaders in central office and regions, QI staff from central office and regions
- 2-3 hour sessions, including showing of other systems
- Questions covered areas of:
 - User interface
 - Reporting
 - Database
 - Data collection and communication with external data systems
 - System features: “musts” and “likes”

JAD Sessions, some initial recommendations from users

- **Layout/Data entry**
 - Three-dimensional layout by program, using a simple, efficient design with search feature.
 - Put tabs for each region and for the state on the screen for entering measures.
 - Sort indicators by performance area.
 - Display screen showing relevant measures for a particular user based on that user's login.
 - Display a separate window for data entry of a single indicator.
 - Import data from a spreadsheet to populate indicator data.
 - Add performance measure spec sheet information either by linking to existing PDF documents or add the information to the new application.
 - Pull data from other DHEC systems where possible.
- **Reporting**
 - User configurable customized reports.
 - Use charts, graphs, and maps.
- **Other**
 - Ability for frequent data collection on important measures to allow close to real-time reporting.
 - Ability for professional offices or regions to establish their own performance measures in the system, with direction from OPM.
 - Logic model of outcomes to compare performance measures to regional and national goals.
 - Score card - provide an easy to understand overview with link to a webpage with more detailed info.
 - Data dashboard customized for each user.
 - Indicator numbers tagged in SCORES
 - Ability to import a spreadsheet from CARES Cube.
 - Add custom measures for tracking the completion status of projects.

Oklahoma State Department of Health



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**



Oklahoma
State
Department
of Health

Demonstration

Demonstrate Step UP Performance
Management Web-based Application



Sign-On Page

OSDH Step UP Performance Management System

Login:

Password:



[First Time User?](#)
[Forgot Password?](#)
[Forgot Login?](#)

Home



Welcome to the Oklahoma State Department of Health (OSDH) Step UP Performance Management system application

This site was created to give OSDH service areas a defined system to promote thoughtful planning and decision-making toward creating programmatic goals and objectives; enhance the development of innovative activities and strategies for meeting those objectives; and assure periodic measurement of quantifiable performance measures important to achieving the selected goals and objectives.

Please login to enter the OSDH Step UP Application!

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Overview and Public Health System Alignment Template

OSDH Step UP Performance Management System

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Overview and Public Health System Alignment Template

County area

County - Cherokee

Fiscal year

[Add/Load Overviews](#)

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Direct Report/Service Area	Senior Leadership Area	Contact Name	Last Modified	Fiscal year	Status	
<input checked="" type="radio"/> County - Cherokee	Community & Family Health Services	sadfsdaf	12-MAY-11	SFY 2008	Approved	View & Print

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Overview and Public Health System Alignment

County Demographic Information | Oklahoma Framework | Overview

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Direct Report/Service Area Status: Approved
 County - Cherokee Last Modified Date: 17-APR-11
Senior Leadership Area Last Modified by: AHMED ANOUAR
 Community & Family Health Services

* **Denotes Required Field**
 * Contact Name

 * Phone Number (Format: (###)###-####)

 * Fiscal year

Instructions: The following sections relate to the information included in the Step-Up Performance Management Handbook. Detailed information related to these areas is included in the full document and through hyperlinks or pop-up screens. This template should be completed/updated annually. For the first four County Demographic Information requests, use the American FactFinder web site as the data source. Click [here](#) to go to the American FactFinder census web site.

Additional instructions for American FactFinder census information web site usage: After clicking on above link to go to American FactFinder web site, enter County name and state. Will then take you to your fact sheet page where you will find the information to answer population, poverty level, and race/ethnicity requests below. Once in County fact sheet, you will also need to click on "People" on left hand bars, and then "Age and Sex" to find age distribution information for your County.

Section 1: County Demographic Information

* County Population Count * Data year
 * Percent of Population Below Poverty Level * Data year

Age Distribution: * Data year
 * %Under 18
 * %Age 18-44
 * %Age 45-64
 * %Age 65+

Race/Ethnicity: * Data year
 * %White
 * %Black
 * %American Indian and Alaska Native
 * %Asian
 * %Native Hawaiian and other Pacific Islander
 * %Hispanic
 * %Other

* Programs and Services Provided

<input checked="" type="checkbox"/> Immunization	<input type="checkbox"/> Family Planning
<input type="checkbox"/> STD	<input type="checkbox"/> TB
<input type="checkbox"/> Early Intervention	<input type="checkbox"/> Children First
<input type="checkbox"/> Guidance	<input type="checkbox"/> WIC
<input type="checkbox"/> Child Health	<input type="checkbox"/> Chronic Disease
<input type="checkbox"/> Maternity	<input type="checkbox"/> Dysplasia
<input type="checkbox"/> Dental	<input checked="" type="checkbox"/> General Clinic
<input type="checkbox"/> Take Charge!	<input type="checkbox"/> Communicable Disease
<input type="checkbox"/> Adolescent Health	<input type="checkbox"/> Adult Services
<input type="checkbox"/> Consumer Protection	<input type="checkbox"/> Tobacco Use Prevention
<input type="checkbox"/> Physical Activity	Services
<input type="checkbox"/> Vital Records	<input type="checkbox"/> Nutrition Programs (Other than WIC)
	<input type="checkbox"/> Other

[Back](#) [Save](#) [Save and Continue](#)





FactFinder

- Main
- Search
- Feedback
- FAQs
- Glossary
- Site Map
- Help

Your source for population, housing, economic, and geographic data

POPULATION FINDER

FACT SHEET

PEOPLE

HOUSING

BUSINESS AND GOVERNMENT

ABOUT THE DATA

DATA SETS

DOWNLOAD CENTER

MAPS

TOOLS AND REFERENCES

Address Search...

Enter a [street address](#) to find Census 2000 data

- [Browser Notes](#)
- [Confidentiality](#)
- [Citing FactFinder](#)

Fast Access to Information



Get a Fact Sheet for your community...

city/ town, county, or zip

state

[or select a state using a map >](#)

Getting Detailed Data

Decennial Census - taken every 10 years to collect information about the people and housing of the United States

[learn more](#) | [get data](#)

See the [Count Question Resolution Program](#) for information on Census 2000 count corrections.

American Community Survey - an ongoing survey that provides data about your community every year

[learn more](#) | [get data](#)

Puerto Rico Community Survey - the equivalent of the American Community Survey for Puerto Rico

[learn more](#) | [get data](#) | [en español](#)

Population Estimates Program - population numbers between censuses

[learn more](#) | [get data](#)

Economic Census - profiles the U.S. economy every 5 years

[learn more](#) | [get data](#)

Annual Economic Surveys - data from the Annual Survey of Manufactures, County Business Patterns and Nonemployer Statistics

[learn more](#) | [get data](#)

Special Interest



La Encuesta sobre la Comunidad de Puerto Rico y Censo 2000 Puerto Rico [en español](#)

[American Indian and Alaska Native data and links](#)

Population Data

Population Finder

Use the [Population Finder](#) to view population trends for your community.

U.S. Population Clock



17:58 UTC (EST+5) Oct 07, 2010

310,428,351

more [population clocks >](#)

What's New



Coming Soon! The **NEW American FactFinder** will be available in January of 2011. [Learn more](#) about the features of the new American FactFinder.



2009 American Community Survey 1-Year Estimates are available for cities, counties and other areas of 65,000 population or more from the [Data Sets page](#). Additional

data for areas with a smaller population are scheduled for release in December.

2008 County Business Patterns Quick Reports and Thematic Maps data are now available from the [Data Sets page](#).

Economy-Wide Key Statistics are available now from the [Data Sets page](#). Economic data on nation, states, counties, places and metropolitan areas will be released soon.



Overview and Public Health System Alignment Template

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Overview and Public Health System Alignment

County Demographic Information

Oklahoma Framework

Overview

Section 2: Oklahoma Framework

* - Denotes Required Field

* OSDH Vision, Mission, and Values ?

At least annually discuss with staff in County Health Department.
Discussed with staff?

Yes No

* OSDH Focus Areas ?

Indicate which of the following of the 10 Focus Areas this County Health Department addresses. Check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Tobacco Use Prevention | <input type="checkbox"/> Terrorism and Emergency Preparedness |
| <input type="checkbox"/> Physical Activity and Fitness | <input type="checkbox"/> Injury and Violence Prevention |
| <input checked="" type="checkbox"/> Nutrition and Overweight | <input checked="" type="checkbox"/> Development and Regulation of Health Related Systems |
| <input type="checkbox"/> Healthy Children and Families | <input type="checkbox"/> Public Health Systems Development (including infrastructure systems) |
| <input type="checkbox"/> Immunization and Infectious Diseases | <input type="checkbox"/> Access to Care |

* OSDH Strategic Map ?

At least annually discuss with staff in County Health Department.
Discussed with staff?

Yes No

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Save and Continue

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Overview and Public Health System Alignment

County Demographic Information

Oklahoma Framework

Overview

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Section 3: Overview

* - Denotes Required Field

* Customer Satisfaction

Does the County Health Department assess customer or client satisfaction? (Examples: Public Opinion Survey Retailer Assessment of Knowledge & Attitudes toward Youth Access Laws, Site Visit Evaluation Surveys, Evaluations of Training or Continuing Education Sessions, or Client Clinical Service Customer Survey.)

No Yes

* Does the County Health Department obtain input from constituent or target population through a systematic process? (Examples would include Task Force or Coalition Plan, Public Input Meeting, or Focus Group Meetings)

No Yes

* If "Yes", please specify

492 Chars Left

* Community Assessment

The County Health Department performs a community assessment using an accepted community assessment model (i.e. MAPP) every 5 years.

No Yes

* if yes enter date assessment last performed (Format: MM/DD/YYYY):

* If yes upload all assessment documents (files type accepted: doc, .txt, .pdf, .rtf, .xls, .docx, .dotx, .dotm, .xlsx, .xlsm, .xlsx, .xltm, .xlsx, .xlam, .pptx, .pptm, .potx, .potm, .ppam, .ppsx, .ppsm, .sldx, .jpg, .jpeg, .tif, .bmp, .ppt)

Instructions for upload:

1. Select browse to find the item you wish to upload.
2. Click on the item and select open.
3. Select attach assessment document to complete the upload process.

[Browse...](#)

[Attach Assessment Document](#)

File Name

testhealth.pptx

ttttt.xls

[Remove Assessment Document](#)

* Community Health Improvement Plan:

The County Health Department currently has an active Community/County Health Improvement Plan dated within the last 5 years.

No Yes

if yes enter current plan date (Format: MM/DD/YYYY):

If yes upload all health Improvement documents (files type accepted: doc, .txt, .pdf, .rtf, .xls, .docx, .dotx, .dotm, .xlsx, .xlsm, .xlsx, .xltm, .xlsx, .xlam, .pptx, .pptm, .potx, .potm, .ppam, .ppsx, .ppsm, .sldx, .jpg, .jpeg, .tif, .bmp, .ppt)

Instructions for upload:

1. Select browse to find the item you wish to upload.
2. Click on the item and select open.
3. Select attach Improvement Document to complete the upload process.

[Browse...](#)

[Attach Improvement Document](#)

File Name

No Improvement document uploaded

Overview and Public Health System Alignment Template



Overview and Public Health System Alignment Template



* Quality Improvement Tools: ?

Please indicate and upload any quality improvement tools and processes used by County Health Department.

No Yes

If yes upload all Quality improvement documents:(files type accepted: .doc, .bt, .pdf, .rtf, .xls, .docx, .dotx, .dotm, .xlsx, .xlsm, .xltx, .xltm, .xlsb, .xlam, .ppbx, .pptm, .pobx, .potm, .ppam, .ppsx, .ppsm, .sldx, .jpeg, .tif, .bmp)

Instructions for upload:

1. Select browse to find the item you wish to upload.
2. Click on the item and select open.
3. Select attach quality Improvement document to complete the upload process.

File Name
No quality Improvement document uploaded

*Emergency Preparedness:

County Health Department participates in a HSEEP compliant emergency operations exercise every two years.

No Yes

If yes enter date last completed (Format: MM/DD/YYYY):

*Funding Source: ?

Choose all that apply and state percentage of dollars for each funding type for your County Health Department. Cite most recent fiscal year for which data below was completed

<input type="checkbox"/> State	% State	<input type="text"/>
<input type="checkbox"/> Federal	% Federal	<input type="text"/>
<input type="checkbox"/> Local	% Local	<input type="text"/>
<input checked="" type="checkbox"/> Contractual	% Contractual	<input type="text"/>
<input type="checkbox"/> Foundation	% Foundation	<input type="text"/>
<input type="checkbox"/> Fees	% Fees	<input type="text"/>
<input type="checkbox"/> Other	% Other	<input type="text"/>

Estimated Total Funding (from all sources):

If County Health Department is grant funded and receives support (e.g. clerical) from a state or locally funded position, include the estimate of all sources of funding.

*\$ (ex. 99,999,999.00)

Level of Effort ?

Indicate all applicable resources for the County Health Department. Choose any or all of the following or briefly describe other indicators of level of effort. Estimated funded FTE working in designated unit (specify #s below).

*# County FTE:

*# Central Office FTE

*# Contractually funded FTE working in County Health Department:

Comments

500 Chars Left

Strategic Plan and Performance Measure Template

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Strategic Plan and Performance Measure Template

County area

Fiscal year

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Goals

* - Denotes Required Field

* Goal ?

Improve the health status of the citizens of the county

45 Chars Left

Relationship to Strategic Map Goals

Focus on Core Public Health Priorities

Focus on Core Public Health Priorities

Relationship to Focus Area

Public health systems development (including infrastructure)

Public health systems development (including infrastructure)

Add Objective

Objectives	Active Y/N
<input type="radio"/> The County Health Department will improve in key productivity measures.	Y
<input type="radio"/> The County Health Department will improve in agency core health status measures. (Part 1 of 2)	Y
<input type="radio"/> The County Health Department will improve in agency core health status measures. (Part 2 of 2)	Y

Edit

Set Inactive

Set Active

Delete Selected

Back

Save



Strategic Plan and Performance Measure Template

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Objectives

*- Denotes Required Field

* Objective 

The County Health Department will improve in key productivity measures.

49 Chars Left

Add Performance Measure

Performance Measure	Active Y/M	Completed
<input type="radio"/> Percent of Nursing staff who average 170 encounters per month each year	Y	Yes
<input type="radio"/> Percent of Children First Nurses who average 40 visits per month in calendar year	Y	Yes
<input type="radio"/> Percent of SoonerStart Staff who provide 60% direct service time	Y	Yes
<input type="radio"/> Average percent of completed required inspections in the county at the required frequency in the state fiscal year	Y	Yes

[Edit](#)

[Set Inactive](#)

[Set Active](#)

[Set To Not Applicable To CHD](#)

[Delete Selected](#)

[Reset](#)

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Oklahoma
State
Department
of Health

Strategic Plan and Performance Measure Template

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May be entered for each strategic goal/objective.

* Indicates Required Field

Goal : Improve the health status of the citizens of the county
 Objective : The County Health Department will improve in key productivity measures.

* Performance Measure: ? Baseline: ?

Percent of Nursing staff who average 170 encounters per month each year

179 Chars Left

* Formulas & Definitions: ?

Total number of encounters for Adult Health, Maternity, Immunizations, Child Health, Family Planning, STD, TB, and WIC for calendar year /# Nursing FTE*120 (encounters*12 (months))

119 Chars Left

Counties:
 --Select One

Counties Served

Comanche

* Benchmark: ? Reporting Frequency: ? Performance Measure Reporter: ?

N/A

97 Chars Left

* Data Source: ? Data Time Period: ?

Numerator: PHO QIS and O BIE encounter data denominator: Nursing FTE*120 encounters*12 months Calendar State Fiscal

56 Chars Left

* Data Type: To Maximum/Minimum: ?

Numbers Percentages Dollars To Maximum To Minimum

Trend Data ? (Target and/or Actual Data for previous 10 years, i.e. 2000-2010, if available.)

Year	Target Data	Actual Data
<input type="text"/>	<input type="text"/>	<input type="text"/>

Year	Target Data	Actual Data
No Data Found!		

Please Enter Target Data for this year (or the most current year) and the next five years.

* Year: * Target Data: ?

Year	Target Data
<input type="radio"/> 2010	100.00%
<input type="radio"/> 2011	100.00%
<input type="radio"/> 2012	100.00%
<input type="radio"/> 2013	100.00%
<input type="radio"/> 2014	100.00%
<input type="radio"/> 2015	100.00%



Strategic Plan and Performance Measure Template



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JENNIFER WILSON

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Strategic Plan and Performance Measure Template

County area

Fiscal year

[Load Strategic Plans](#)

Direct Report/Service Area	Senior Leadership Area	Contact Name	Fiscal Year	Last Modified	Status
<input type="radio"/> County - Creek	Community & Family Health Services	Jennifer Wilson	SFY 2008	11-MAY-11	Pending Senior Leader Approval

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Strategic Plan and Performance Measure Progress Report

This report shows the sections of the strategic plan that you have started. For a plan to be complete it must adhere to the following minimum requirements.

- Each plan must have at least **two goals**
- Each goal must have at least **two objectives**
- Each objective must have at least **one performance measure**

Red items are needed to finish report successfully. If your plan will not successfully submit, please refer to the rules above to ensure that the minimum requirements are met for **each piece** of the strategic plan.

Senior Leadership Area:	Report Area:	Fiscal year:
Community & Family Health Services	County - Creek	2008
Goal: 4. Improve the health status of the citizens of the county		Strategic Map Goal: Focus on Core Public Health Priorities
Objective: Missing		Status: Need to Start
	Performance Measure: Missing	Status: Need to Start
Objective: Missing		Status: Need to Start
	Performance Measure: Missing	Status: Need to Start
Goal: 6. Create your own goal		Strategic Map Goal: Reduce Health Inequities
Objective: 6.1. Create your own objective #1		Status: Complete
	Performance Measure: 6.1.1. Create your own measure #1	Status: Complete
Objective: 6.2. Create your own objective #2		Status: Complete
	Performance Measure: 6.2.1. Create your own measure #2	Status: Complete

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Browser navigation bar showing address: https://www.ok.gov/health/stepup/strategic_plan_print.php

Search engines: Bing, Google

Navigation: File, Edit, View, Favorites, Tools, Help

Windows Live, What's New, Profile, Mail, Photos, Calendar, MSN, Share

Search, More >>

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Senior Leadership Area: Community & Family Health Services		Report Area: Maternal & Child Health Service	Fiscal Year: 2011
Goal: 1. Reduce Infant Mortality	Strategic Map Goal: Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues	Relationship to Focus Area: Healthy children & families	Active Y/N: Yes
Objective: 1.1. Reduce the percent of mothers who smoke during the last three months of pregnancy			Active Y/N: Yes
Performance Measure: 1.1.1. Percentage of women who smoke in the last three months of pregnancy		Baseline: 2005: 19.6%	Active Y/N: Yes
Formulas & Definitions: Numerator: Number of resident mothers who smoked in the last three months of their pregnancy X 100. Denominator: The number of resident live births in Oklahoma.		Data Source: Oklahoma Pregnancy Risk Assessment Monitoring System (PRAMS)	Time Period: calendar
Benchmark: 2015: 18% (Title V Performance Measure target)	Reporting Frequency: annually	Measure Reporter: Suzanna Dooley	Date Initiated: Jun 24, 2008
Trend Data (Target Actual)		CY2006 (18.8% 19.3 %), CY2007 (18.6% 21.3 %), CY2008 (21.3% 16.9 %), CY2009 (21% 16.9 %)	
Target Data (Target)		CY2010 (20.5%), CY2011 (20%), CY2012 (19.5%), CY2013 (19.0%), CY2014 (18.5%), CY2015 (18.0%)	
Objective: 1.2. Reduce the rate of births to teenagers ages 15-17			Active Y/N: Yes

Annual Review Template

Welcome back,
Terri Test

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Annual Review Template

Instructions: This form should be used to report on each of your identified goals, strategic objectives and associated performance measures at least annually.

* Indicates required fields.

** Indicates a performance measure that is still required to be submitted for this review.

Direct Report/Service Area:

County - Choctaw

Status: Pending Approval by Senior Leader

Last Modified Date: 02-JUN-10

Senior Leadership Area:

Community & Family Health Services

Last Modified by: AHMED ANOUAR

Contact Name

ahmed anouar

Phone Number (Format: (###)###-####)

(405) 812-0111

Goal	Objectives	Performance Measures	
Improve the health status of the citizens of the county 2	objective test	test	Report
	CHD will achieve 100% of stated performance measures annually. (Part 1 of 3)	Percent of Nursing staff who complete 170 encounters per month	Report
		Percent of Children First Nurses who complete 40 visits per month	Report
		Average % of completed required inspections in the county at the required frequency in the state fiscal year	Report
		Percent of SoonerStart Staff who provide 60% direct service time	Report



Browser navigation bar showing address: https://www.ok.gov/health/stepup/edit_annual_review.php

Search engines: Bing, Google

Navigation: File, Edit, View, Favorites, Tools, Help

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Annual Review Template

Instructions: This form should be used to report on each of your identified goals, strategic objectives and associated performance measures at least annually.

- * Indicates required fields.
- ** Indicates a performance measure that is still required to be submitted for this review.

Direct Report/Service Area: Maternal & Child Health Service
Status: Pending Approval by Senior Leader
Senior Leadership Area: Community & Family Health Services
Last Modified Date: 17-JUN-11
Last Modified by: SUZANNA DOOLEY

Contact Name: Suzanna Dooley
Phone Number (Format: (###)###-####): (405) 271-4480

Goal	Objectives	Performance Measures
1. Reduce Infant Mortality		
	1.1. Reduce the percent of mothers who smoke during the last three months of pregnancy	1.1.1 Percentage of women who smoke in the last three months of pregnancy Report
	1.2. Reduce the rate of births to teenagers ages 15-17	1.2.1 Birth rate of teenagers aged 15-17 Report

Annual Review Template

OSDH Step UP Performance Management System - Windows Internet Explorer

https://www.ok.gov/health/stepup/edit_annual_review_pm.php?performance_id=793&viewi

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Oklahoma State Department of Health

OSDH Step UP Performance Management System

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Annual Review Template: Performance Measure

Instructions: This form should be used to report actual data and current information for each of your identified performance measures.

Goal : Reduce Infant Mortality
Objective : Reduce the rate of births to teenagers ages 15-17
Performance Measure : Birth rate of teenagers aged 15-17

[Show Performance Measure Details](#)

Instructions: Please report the actual value for the above-referenced performance measure for the current time period.

Action Plan

* Was an Action Plan developed & used for the year completed?

Yes No

* - Indicates Required Fields

Current (2009)			Previous (2008)			
Target	Actual	Score	Target	Actual	Score	Trend
30.00	29.10	103%	30.50	31.00	98%	?
						↑



Oklahoma State Department of Health

Microsoft Outlook... NACCHO contra... OSDH Step UP ... Removable Disk (... Microsoft PowerP... 9:12 AM

Annual Review Template

OSDH Step UP Performance Management System - Windows Internet Explorer

https://www.ok.gov/health/stepup/edit_annual_review_pm.php?performance_id=793&view=

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Action Plan

* Was an Action Plan developed & used for the year completed?
 Yes No

* - Indicates Required Fields

Current (2009)			Previous (2008)			
Target	Actual	Score	Target	Actual	Score	Trend
30.00	29.10	103%	30.50	31.00	98%	?
						↑

[Edit Scorecard](#)

* Briefly Identify Factors To Success ?

Received federal Personal Responsibility Education Program (PREP) funding for Oklahoma City and Tulsa metropolitan statistical areas; realigned and prioritized funds within MCH to target areas of highest rates for adolescent pregnancy for implementation of adolescent pregnancy prevention projects

203 Chars Left

* Briefly Identify Barriers To Success ?

Approval of positions for priority areas targeted for adolescent pregnancy prevention projects

406 Chars Left

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Oklahoma State Department of Health

Annual Review Template

Color Legend	
Color	Score
Green	90% - 100+%
Light Green	80% - 90%
Yellow	70% - 80%
Orange	60% - 70%
Red	0% - 60%



Annual Review Template

OSDH Step UP Performance Management System - Windows Internet Explorer

https://www.ok.gov/health/stepup/manage_annual_reviews.php

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Favorites Eliza J Shop for Eliza J Dre... Oklahoma State Football ... Suggested Sites Upgrade Your Browser

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Senior Leadership Area: Community & Family Health Services	Report Area: Maternal & Child Health Service	Fiscal Year: 2011
Goal: 1. Reduce Infant Mortality	Strategic Map Goal: Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues	Relationship to Focus Area: Healthy children & families
Objective: 1.1. Reduce the percent of mothers who smoke during the last three months of pregnancy		
Performance Measure: 1.1.1. Percentage of women who smoke in the last three months of pregnancy		Baseline: 2005: 19.6%
Formulas & Definitions: Numerator: Number of resident mothers who smoked in the last three months of their pregnancy X 100. Denominator: The number of resident live births in Oklahoma.		Data Source: Oklahoma Pregnancy Risk Assessment Monitoring System (PRAMS)
Benchmark: 2015: 18% (Title V Performance Measure target)	Reporting Frequency: annually	Measure Reporter: Suzanna Dooley
		Date Initiated: Jun 24, 2008
		Date Modified:
Trend Data		(Previous & Current Scores & Trend)
CY 2006:	Target: 18.8 %	Actual: 19.3 %
		0% 97% ↑
CY 2007:	Target: 18.6 %	Actual: 21.3 %
		97% 87% ↓
CY 2008:	Target: 21.3 %	Actual: 16.9 %
		87% 126% ↑
CY 2009:	Target: 21 %	Actual: 16.9 %
		126% 124% ↓
Target Data		
CY 2010:20.5%	CY 2011:20%	CY 2012:19.5%
CY 2013:19.0%	CY 2014:18.5%	CY 2015:18.0%
Identified Supporting Factors to Success: Tobacco Helpline: public awareness through legislative		Identified Barriers to Success: Need for legislation allowing local control

Oklahoma State Department of Health

Annual Review Template

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Annual Review List

County area

County - Cotton

Fiscal year

[Load Annual Reviews](#)

	Direct Report/Service Area	Senior Leadership Area	Last Modified	Fiscal year	Status
<input type="radio"/>	County - Cotton	Community & Family Health Services	16-APR-11	SFY 2009	Approved
<input type="radio"/>	County - Cotton	Community & Family Health Services	13-APR-11	SFY 2008	Approved

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Send/View Comments



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Comments

[Add Comments](#)

Received Comments List

Received	Subject	From
- No Comments in this List -		

Sent Comments List

Sent	Subject	Sent To
<input type="radio"/> 06/08/10	sdfgs (Open Comment)	Your Senior Leader
<input type="radio"/> 05/17/10	test (Open Comment)	Your Senior Leader
<input type="radio"/> 05/10/10	afasdf (Overview)	Your Senior Leader

[View Sent Comment](#)

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Reports

The screenshot shows a Windows Internet Explorer browser window displaying the OSDH Step UP Performance Management System. The address bar shows the URL https://www.ok.gov/health/stepup/reports_menu.php. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar contains search engines like Bing and Google, and a search box. The browser's toolbar includes icons for home, back, forward, print, and other functions. The main content area displays the Oklahoma State Department of Health logo and the title "OSDH Step UP Performance Management System". A navigation menu on the left includes links for "Logout", "OSDH Home", "OSDH Step UP Home", "Main Menu", "My Profile", "Helpful Files & Links", "Contact Us", "State of Oklahoma Web Site", "County User Guide", and "Central Office User Guide". The main content area features a "Reports Menu" with the following links: [Home / Main Menu / Reports Menu](#), [Trend & Target Report](#), [Data Source Report](#), [Template Status Report](#), [Advisory Board & Council Report](#), [Level of Effort Report](#), [Mandate Report](#), [Funding Source Report](#), [Customer Satisfaction Report](#), [Community Assessment Report](#), [Community Health Improvement Plan Report](#), [Quality Improvement Tools Report](#), [Emergency Preparedness Report](#), and [Success Factors and Barriers Report](#). The taskbar at the bottom shows several open applications, including Microsoft Outlook, NACCHO contra..., OSDH Step UP..., Removable Disk (...), and Microsoft PowerP..., along with the system clock showing 9:23 AM.

Reports



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Reports Menu

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? To print the background colors on the printable versions of the reports, you must TURN ON your background printing in your browser settings. For Internet Explorer 6, click 'Tools' on the top navigation bar, select 'Internet Options', then click the Advanced Tab in the set of tabs in the dialog box. Next, scroll down the list of checkboxes until you see the 'Printing' category. Ensure the 'Print background colors and images' checkboxes is checked. Finally, click 'OK' to apply the changes.

[Main Menu](#)



Trend & Target Report

Home / Main Menu / Reports / Trend & Target Report

Trend & Target Report

*Chose County Area

County - Creek

*Fiscal year

2008

*Show Active Items Only?

Yes No

Load Report >

Back

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Senior Leadership Area:
Community & Family Health Services

Report Area:
County - Creek

Fiscal Year:
FSY 2008

Goal:

Improve the health status of the citizens of the county

Objective:

CHD will achieve 100% of stated performance measures annually. (Part 1 of 3)

Performance Measure:

Average % of completed required inspections in the county at the required frequency in the state fiscal year

Baseline:

0

Benchmark:

0

Trend Data

(Previous & Current Scores & Trend) ?

FY 2007: Target: 22 Actual: 24

0% 109%

FY 2008: Target: 1 Actual: 8

109% 800%

FY 2010: Target: 7 Actual: 77

800% 1100%

Target Data

FY2011 (23), FY2012 (24), FY2013 (5), FY2014 (4), FY2015 (5)

Data Source Report

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JENNIFER WILSON

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Data Source Report

*Chose County Area

County - Creek

*Fiscal year

2008

*Show Active Items Only?

Yes No

[Load Report >](#)

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Senior Leadership Area:
Community & Family Health Services

Report Area:
County - Creek

Fiscal Year:
2008

Goal:

Improve the health status of the citizens of the county

Objective:

CHD will achieve 100% of stated performance measures annually. (Part 1 of 3)

Performance Measure:

Average % of completed required inspections in the county at the required frequency in the state fiscal year

Formulas & Definitions:

Sum of percentage completed on time for Highs, Mediums, Lows, Schools Barber Shops, Motels and Pools divided by 7

Data Source:

consumer health management reports

Performance Measure:

Percent of Children First Nurses who complete 40 visits per month

Formulas & Definitions:

Total number of visits per month made by C1 nurses (excluding lead nurse) / total number of visits per expected per month (#FTE nurses * 40 - excludes lead nurse)

Data Source:

PHOCIS report of visits per month. Denominator: #FTE nurses * 40. Note: Excludes lead nurse

Administrator Menu

The screenshot shows a web browser window titled "OSDH Step UP Performance Management System - Windows Internet Explorer". The address bar shows the URL "https://www.ok.gov/health/stepup/menu.php". The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help), a search bar with "Google" as the search engine, and a toolbar with various icons. The main content area is titled "Performance Measure Administrator Main Menu" and is divided into two sections: "Workflow Items" and "Management Items".

Workflow Items

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A left-hand navigation menu is visible, containing the following items:

- Logout**
- OSDH Home
- OSDH Step UP Home
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At the bottom of the page, there is a footer with the text "© Copyright 2011 • State of Oklahoma" and a navigation bar with links for "Help Desk", "Policies", "About Oklahoma's Web Portal", and "Feedback". The Windows taskbar at the bottom shows several open applications, including Microsoft Outlook, NACCHO contra..., OSDH Step UP..., Removable Disk (...), and Microsoft PowerP..., along with the system clock showing 9:29 AM.



Administrator/Senior Leadership Menu

The screenshot shows a web browser window with the following elements:

- Browser Title Bar:** - OSDH Step UP Performance Management System - Windows Internet Explorer
- Address Bar:** https://www.ok.gov/health/stepup/lookup_menu.php
- Navigation Bar:** File, Edit, View, Favorites, Tools, Help
- Search Bar:** Bing, What's New, Profile, Mail, Photos, Calendar, MSN, Share, Sign in
- Google Search Bar:** Search, More >>, Sign In
- Navigation Bar:** Home, Page, Safety, Tools
- Page Header:** OKLAHOMA www.ok.gov (left), Oklahoma State Department of Health (right)
- Page Title:** OSDH Step UP Performance Management System
- Left Sidebar (Dark Blue):**
 - Welcome back, STEPUP ADMIN
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 - Lookup Tools Menu** (Section Header)
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 - [Lookup Target Population](#)
 - Back** (button)

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Taskbar: Microsoft Outlook, NACCHO contra..., - OSDH Step UP ..., Removable Disk (...), Microsoft PowerP..., 9:32 AM



Oklahoma
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Look Up Tools: Administrator/Senior Leadership Menu

OSDH Step UP Performance Management System - Windows Internet Explorer

https://www.ok.gov/health/stepup/lookup.php

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Lookup Tools

Relationship to Strategic Map Goals

Achieve Improvements in Oklahoma... **See Results**

Senior Leadership Area	Service / Report Area	Relationship to Strategic Goal Value
Community & Family Health Services	SoonerStart	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
Community & Family Health Services	County - Jefferson	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
Community & Family Health Services	County - Johnston	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
Community & Family Health Services	County - Wagoner	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
Community & Family Health Services	County - Washington	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
Community & Family Health Services	County - Johnston	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
Community & Family Health Services	County - Love	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
STAT Teams	STAT Team-Children's Health	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
STAT Teams	STAT Team-Children's Health	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
Community & Family Health Services	Child Guidance Service	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues
Community & Family Health Services	SoonerStart	Achieve Improvements in Oklahoma Health Improvement Plan (OHIP) Flagship Issues



Oklahoma State Department of Health

Look Up Tools: Administrator/Senior Leadership Menu

OSDH Step UP Performance Management System - Windows Internet Explorer

https://www.ok.gov/health/stepup/lookup.php

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Lookup Tools

Search Objectives for keyword

tobacco **See Results**

Senior Leadership Area	Service / Report Area	Searched Objective Value
Community & Family Health Services	Maternal & Child Health Service	Reduce the percent of adolescents smoking tobacco products
Community & Family Health Services	County - Atoka	Number of media pieces that promote Oklahoma Tobacco Free Helpline for 2012.
Prevention & Preparedness Services	Tobacco Use Prevention Service	By July 2015, reduce to 7.7% tobacco use among all youth in grades 6-8.
Community & Family Health Services	County - Johnston	Increase number of 24/7 tobacco free policies from 0 to 7 in Johnston County school districts by 2016.
Community & Family Health Services	County - Cleveland	By June 30, 2011 50% of Cleveland County Health Department WIC adult clients will have completed the 5 A's Tobacco Form.
Community & Family Health Services	County - Love	Increase 24/7 tobacco free school policies from 0 to 4 in Love County by 2014.
Prevention & Preparedness Services	Tobacco Use Prevention Service	By July 2015, reduce to 15.9% Oklahoma adult tobacco prevalence including racial/ethnic minorities.
Prevention &	Tobacco Use	By July 2015, reduce to 20.8% tobacco use among all youth in grades 9

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Performance Management Handbook for OSDH Step UP Performance Management system

[Brainstorming Handout](#)

This document describes the brainstorming process including when to use it and how to use it

[Strategic Plan & Performance Measure Template Planning Form](#)

This is a planning form that can be used to gather information for the Strategic Plan & Performance Measure Template

[Cause-and-Effect Handout](#)

This document describes the cause-and-effect process including what it is, when to use it, and how to use it

[5 Whys Handout](#)

This document describes the "5 Whys" root cause analysis process including when to use it and how to use it

[Bar Chart Handout](#)

This document provides information on the bar chart tool including when to use it and how to use it

[PDCA Handout](#)

This document provides step-by-step instructions for using the Plan-Do-Check-Act cycle

[Overview & Public Health System Alignment Template Planning Form](#)

This is a planning form that can be used to gather information for the Overview & Public Health System Alignment Template

[Action Plan](#)

Action Plan sample form

[Flow Chart Symbols Handout](#)

This document provides a description of each of the most commonly used flow chart symbols

[Force Field Analysis Handout](#)

This document provides information on the force field analysis tool including when to use it and how to use it

[Flow Chart Handout](#)

This document provides information on the flow chart process including what it is, when to use it, and how to use it

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Contact Us

For questions or assistance about how to use the "Step UP Performance Management System", please contact:

Office of Performance Management
Oklahoma State Department of Health
1000 NE 10th
Oklahoma City, OK 73117

Local: (405) 271-9444 x56379
Email: stepuphelpdesk@health.ok.gov

Office Hours
8 a.m. to 5p.m., CST, Monday through Friday.

For password issues and website technical assistance, please contact the [OK.gov Help Desk](#).



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USER GUIDE

STEP UP PERFORMANCE MANAGEMENT SYSTEM

Oklahoma State Department of Health

Performance Management system application

Planning and decision-making toward creating programmatic goals and objectives; ensuring periodic measurement of quantifiable performance measures important to achieving



Questions and Discussion

Thank you!

Please send your questions and
comments to:

pimnetwork@cdc.gov



Centers for Disease Control and Prevention

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