
Welcome to the Performance Improvement Managers Network Call

NPHII Grantee Spotlight: New York State

July 26, 2012

1-888-566-8978 or 1-517-623-4997, code: 3478212



Centers for Disease Control and Prevention

Office for State, Tribal, Local and Territorial Support

Agenda

Today's Presenters:

Drew Hanchett & Karen Galvin
New York State Department of Health

Moderators:

Teresa Daub & Melody Parker, CDC/OSTLTS

New York State Department of Health Performance Management Group

**Webinar for
Performance Improvement Managers Network
July 26, 2012**

**Drew Hanchett, MPH
Performance Management Group, Director**

**Karen Galvin, MPH
Performance Management Group, Improvement Manager**

Vision and Mission

- ❑ **Vision:** NYS Department of Health programs and local health departments use performance management strategies to routinely evaluate and improve the effectiveness of their organizations, practices, partnerships, programs, use of resources and ultimately the impact they have on the public's health. The NYS DOH and LHDs achieve national performance standards for public health departments.
- ❑ **Mission:** The mission of the Performance Management Group is to actively support the integration of performance management and quality improvement in the Office of Public Health and local health departments.

Framework to Operationalize the Work

OPHP Performance Management Group

Performance Standards

- Identify relevant standards
- Select indicators
- Set goals and targets
- Communicate expectations

Performance Measurement

- Collect data
- Refine indicators and define measures
- Develop/enhance data systems

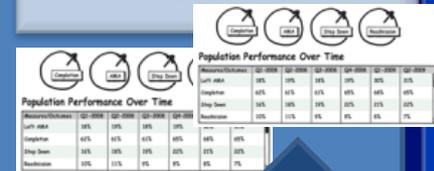
Performance Reporting

- Analyze data
- Feedback results to managers, staff, policy makers and stakeholders
- Develop a regular reporting cycle

Performance Management Database

Quality Improvement

Data driven decision making
 Manage change
 PDSA Cycles
 Promote a learning environment



Performance Improvement Champion(s)

Performance Management Guidance Team

Public Health Stakeholders

Performance Management Group Website

NYSDOH Performance Management Initiative

HEALTH
.NY.GOV

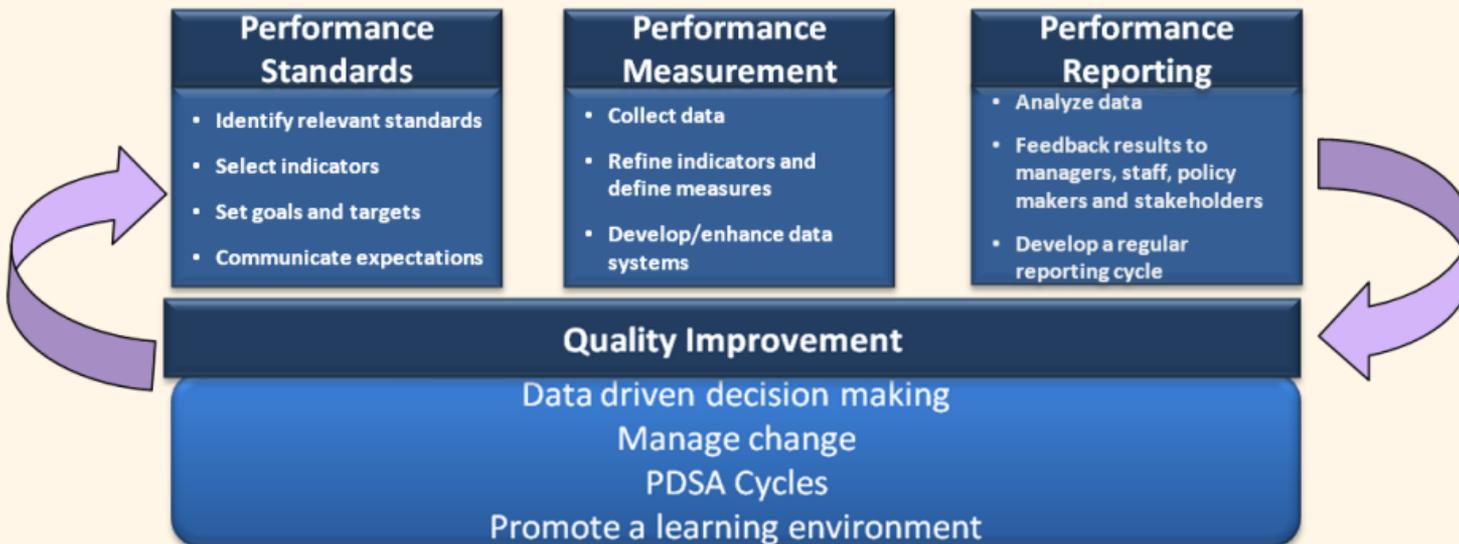
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Performance Management (PM)

You have likely heard recent talk about the need for "Performance Management" and "Quality Improvement" in your program area.

A Centers for Disease Control and Prevention funded National Public Health Improvement Initiative grant is currently being used by the Office of Public Health (OPH) in an effort to integrate performance management practice into OPH offices, centers, divisions and programs, and to assist the state and local health departments in meeting the performance management requirements for public health agency accreditation.

To achieve great goals, a Performance Management Group (the PMG) has been established within the Office of Public Health Practice. This website will serve as our portal for disseminating information to interested parties in an effort to familiarize staff with some common language around PM and to provide access to tools for, and examples of, PM strategies and methodologies.



Adapted from Turning Point. "From Silos to Systems: Using Performance Management to Improve the Public's Health, 2003."

Distance Learning Approach

Enroll in PMG-101
The Basics of Quality Improvement for Public Health Practitioners

NEW YORK STATE
Department of Health - Learning Management System
Information for a Healthy New York

Register for the Learning Management System (LMS):

1. Go to <https://www.nylearnsph.com>
2. Select **CLICK HERE** to register with us and complete the registration form (~3 min.)
3. Choose your own username & password
 - Fill in all required fields denoted with an asterisk (*)
 - Please include your Agency name in the first line of your work address



USERNAME:
PASSWORD:
LOGIN

Not registered yet?
CLICK HERE
to register with us

QI for Public Health Practitioners

Learning objectives:

- ❑ Be able to explain the basics of Quality Improvement and how it fits into the framework of Performance Management.
- ❑ Be able to describe a quality improvement change cycle, called Plan, Do, Study, Act (PDSA) Cycle.

Content topics

- What is QI
- Big QI v. Little QI
- How to implement QI (MFI)
- Importance of Teams
- Data for improvement
- MFI and the PDSA cycle
- Interactive quiz on the material

Tutorial Development Process

- ❑ What will resonate with staff in your department?
- ❑ Building a slide deck
- ❑ Developing a solid script
- ❑ Test it!
- ❑ Recording the presentation

Resources

- PIM and staff
- Beta testers
- Recorders
- A technological platform to deliver tutorial

Instructor-led Training



The Training for Improvement Leaders (TIL)

Components of the System of Profound Knowledge

- ❑ **Systems**
- ❑ **Variation**
- ❑ **Knowledge**
- ❑ **Psychology**

Based in Adult Learning Principles

- **Voluntary participation**
- **Mutual Respect**
- **Collaborative Spirit**
- **Critical Reflection**
- **Self direction**
- **FUN**

TIL Participants

Targeted approach for recruitment

- **Contact with Center Directors**
- **Solicit nominees from Division Directors**
- **Send application directly to nominated individuals**
- **Limited available slots to 20**
- **Mix of State/Local Health Dept Staff**
- **Representation from across the board:**
 - **Maternal and Child Health**
 - **Environmental Health**
 - **Laboratories**
 - **Tobacco Control**

TIL Application

Training for Improvement Leaders Application

Name of Participant:

Name of Supervisor:

Center/Bureau/Program:

Application Questions:

1. Provide two sentences about why you are interested in the Training for Improvement Leaders (TIL)?

2. Provide two or three sentences about which learning objectives (listed below) most excite you about attending the TIL?

- Describe a useful framework to better manage improvement efforts
- Discuss origin and application of the Model for Improvement
- Identify and use basic and advanced QI Tools and methods throughout the life of your improvement projects
- Recognize patterns in data and the appropriate improvement action to take in response
- List two key principles of systems thinking and their influence on improvement
- Contrast theories on motivating people around change and improvement
- Describe the history of quality improvement and some of its early leaders and define quality

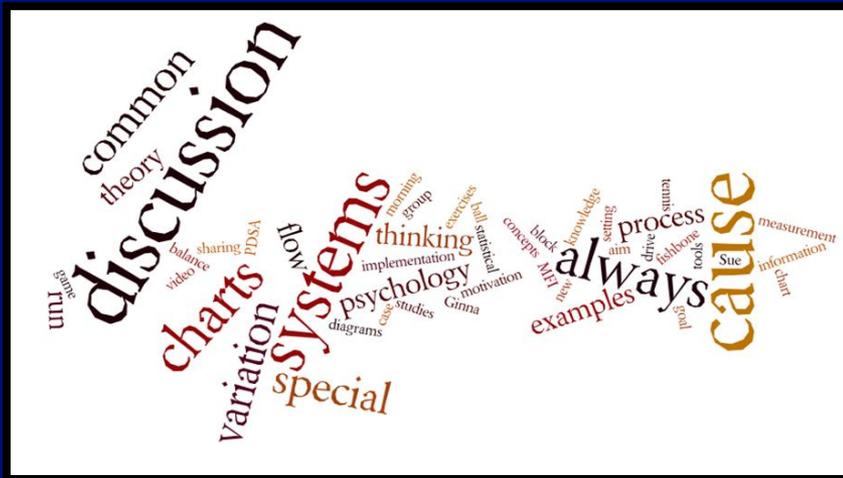
3. Please briefly describe one or two ideas for Quality Improvement Projects you are interested in carrying forth after the TIL based upon the skills you will acquire.

If you have any questions or concerns please contact Karen Galvin at kmg08@health.state.ny.us.

Completed applications should be emailed directly to Karen by April 25, 2012.

Evaluation

- Day Of Evaluation – specifics about how they felt about the training
- Survey Monkey – more specifically related to the stated learning objectives



When participants were most engaged



When participants were least engaged

Survey Monkey Responses

"So far, the *systems thinking* information has been a helpful way to look at my bureau's work and the role I play overseeing it."

"I have used the distinction between *special cause and common cause to explain variation in performance* we had been seeing. I have also applied the three improvement questions we learned, (what do we want to accomplish, how will we determine whether we got there and how will we tell if a change is an improvement) to thinking about projects"

"*Motivational principles* as they relate to management and management styles. What is important to employees and how to harness that in a way that is extrinsically and intrinsically motivating"

TIL Resource Requirements

□ Consultant contract with QI specialists

- Planning/development hours
- Pre-work calls
- 2-day workshop facilitation and travel
- Follow up support
- General consulting hours



~4 Months

Questions & Discussion

All lines are open and live!

*Please remember to use your mute button or *6*

Thank you!

Please send your questions and
comments to:

pimnetwork@cdc.gov



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