

# Performance Management Centers for Excellence

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***Public Health Performance Management  
Centers for Excellence***

# *Public Health Performance Management Centers for Excellence*

## Agenda

- Project overview
- Who was involved
- What did we learn
- What did we produce
- What does the future hold

# *Public Health Performance Management Centers for Excellence*

## Project Overview

# *Public Health Performance Management Centers for Excellence*

## Project Overview

### Goals

- Establish three regional Performance Management Centers for Excellence
- Offer performance management training and technical assistance to local and tribal health entities
- Create a Web portal with tools, resources, and best practices

### Outcomes

- Centers are established and connected to regional LHJs and tribes
- Training program presented statewide from January through September 2011
- Web portal is live, in use, growing

### Funder

- U.S. Centers for Disease Control and Prevention

# *Public Health Performance Management Centers for Excellence*

## Washington's Interest in Performance Management Centers

- Build on Multi-state Learning Collaborative gains
- Expand performance management expertise regionally (statewide)
- Contribute to a predictable level of public health protection and service throughout the state
- Increase interest and capacity to apply for national accreditation
- Improve public health outcomes

# *Public Health Performance Management Centers for Excellence*

## Centers Development Timeline

### **November 2011**

- Selected Spokane Regional Health District and Tacoma -Pierce County Health Department as Performance Management Centers for Excellence
- Hired project coordinator at Department of Health

### **December 2011**

- Kick-off meeting with the Centers and consultants
- NWCPHP gathered baseline data from all LHJs and Centers staff

### **January through September 2011**

- Building Centers' staff capacity in performance management
- Presented trainings each month, open to all LHJs and tribes
- Three Centers are in touch with LHJs regionally
- NWCPHP gathering data on Centers' progress and needs

# *Public Health Performance Management Centers for Excellence*

Who was involved?

# *Public Health Performance Management Centers for Excellence*

## Broad Representation

### ***Contractors:***

- MarMason Consulting

### ***Local Health Agencies:***

- Spokane Health District
- Tacoma-Pierce Health District

### ***State Health Agency:***

- Department of Health

### ***Academia:***

- Northwest Center for Public Health Practice

# Public Health Performance Management Centers for Excellence

## Needs Assessment Data

Table 18: Percent Agreement level respondents are interested in participating in the following activities (%)

Activities	All Respondents (N=182)			Center for Excellence (CFE)								
				Tacoma/Pierce CFE* (N=35)			Spokane CFE* (N=16)			WADOH CFE* (N=35)		
	SA/A <sup>†</sup>	Neutral	D/SD <sup>††</sup>	SA/A <sup>†</sup>	Neutral	D/SD <sup>††</sup>	SA/A <sup>†</sup>	Neutral	D/SD <sup>††</sup>	SA/A <sup>†</sup>	Neutral	D/SD <sup>††</sup>
Learning more about QI concepts and tools	67.6	25.8	6.6	65.7	25.7	8.6	75.0	25.0	0.0	77.1	20.0	2.9
Participating in QI projects at my agency	68.1	25.3	6.6	68.6	28.6	2.9	68.8	31.3	0.0	85.7	11.4	2.9
Leading QI projects at my agency	56.2	31.5	12.4	69.7	30.3	0.0	62.5	31.3	6.3	62.9	25.7	11.4

\*Estimates exclude individuals from Spokane, WADOH, and Tacoma/Pierce.

†Strongly Agree/Agree

††Disagree/ Strongly Disagree

Table 30: Public health agency participated in developing a health improvement plan for respondents local jurisdiction by all respondents and respondents by CFE

Health improvement plan	All Respondents		Center for Excellence (CFE)							
			Tacoma/Pierce CFE*		Spokane CFE*		WADOH DFE*		All Centers for Excellence*	
	N	%	N	%	N	%	N	%	N	%
Yes, within the last 3 years	95	57.2	15	51.7	5	33.3	17	51.5	37	48.1
Yes, between 3-5 Years ago	13	7.8	6	17.2	1	6.7	2	6.1	8	10.4
Yes, five+ years ago	9	5.4	2	6.9	1	6.7	1	3.0	4	5.2
No, but plan to in next year	27	16.3	7	24.1	4	26.7	4	12.1	15	19.5
No	22	13.3	0	0.0	4	26.7	9	27.3	13	16.9
Total	166		29		15		33		77	

Table 31: Public health agency developed an agency strategic plan by all respondents and respondents by CFE

Agency strategic plan	All Respondents		Center for Excellence (CFE)							
			Tacoma/Pierce CFE*		Spokane CFE*		WADOH DFE*		All Centers for Excellence*	
	N	%	N	%	N	%	N	%	N	%
Yes, within the last 3 years	122	70.1	14	43.8	6	40.0	22	64.7	42	51.9
Yes, between 3-5 Years ago	16	9.2	8	25.0	2	13.3	2	5.9	12	14.8
Yes, five+ years ago	16	9.2	3	9.4	3	20.0	4	11.8	10	12.3
No, but plan to in next year	14	8.0	7	21.9	3	20.0	4	11.8	14	17.3
No	6	3.4	0	0.0	1	6.7	2	5.9	3	3.7
Total	174		32		15		34		81	

\*Estimates exclude individuals from Spokane, WADOH, and Tacoma/Pierce.

# *Public Health Performance Management Centers for Excellence*

What did we learn?

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## Learnings

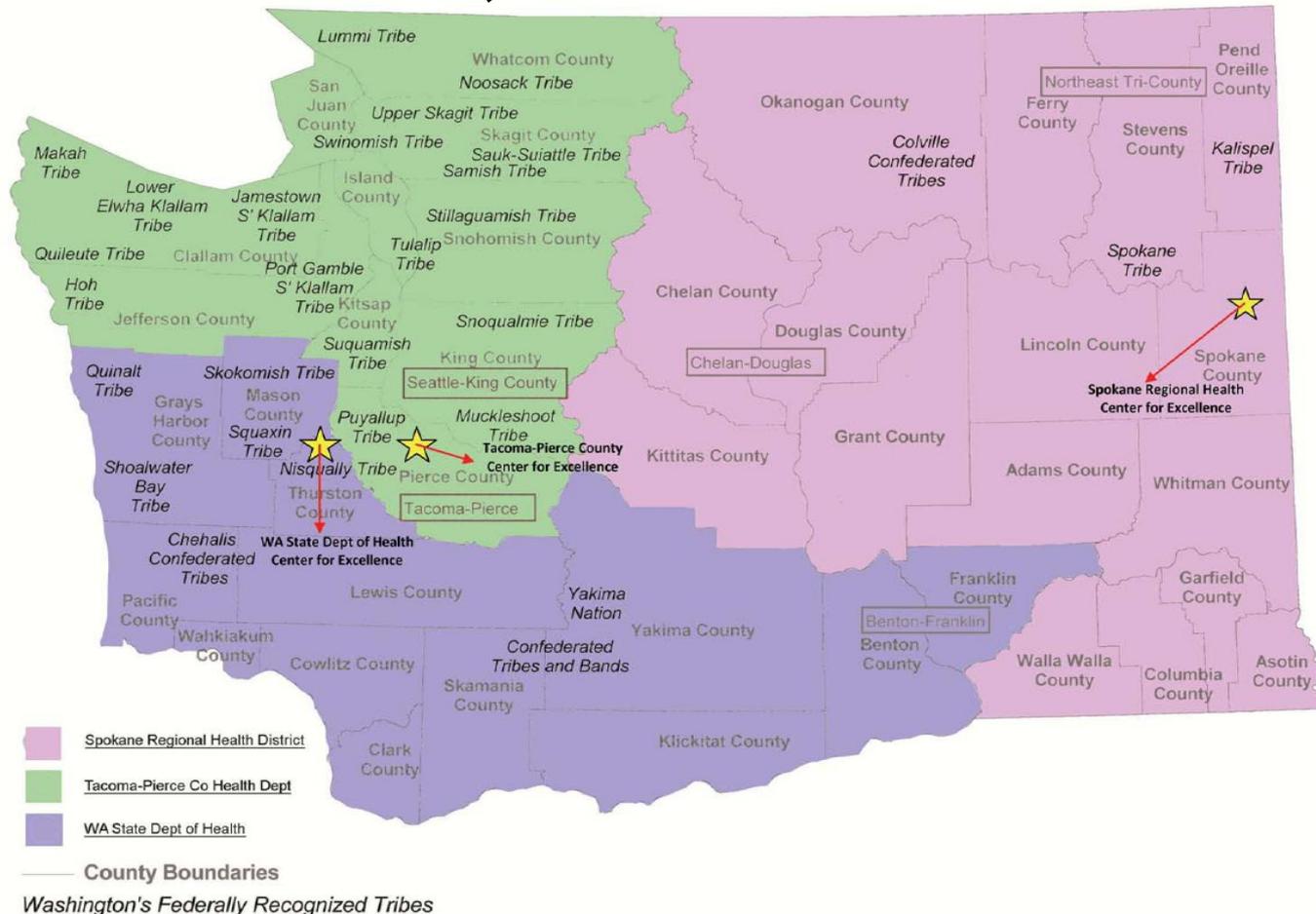
- Local health jurisdictions have wide variety of needs and interest levels around performance management
- Tribal connections begun will take time to develop
- Web-based training in demand
- Training in modules (short time frames) in demand
- Training on CHA/CHIP/SHIP of high interest
- Many opportunities to network and connect LHJs to each other for learning and support
- Demand for tailored training and coaching around 2011 standard results in year two

# *Public Health Performance Management Centers for Excellence*

What did we produce?

# Public Health Performance Management Centers for Excellence

A statewide resource for training, consultation, and technical assistance

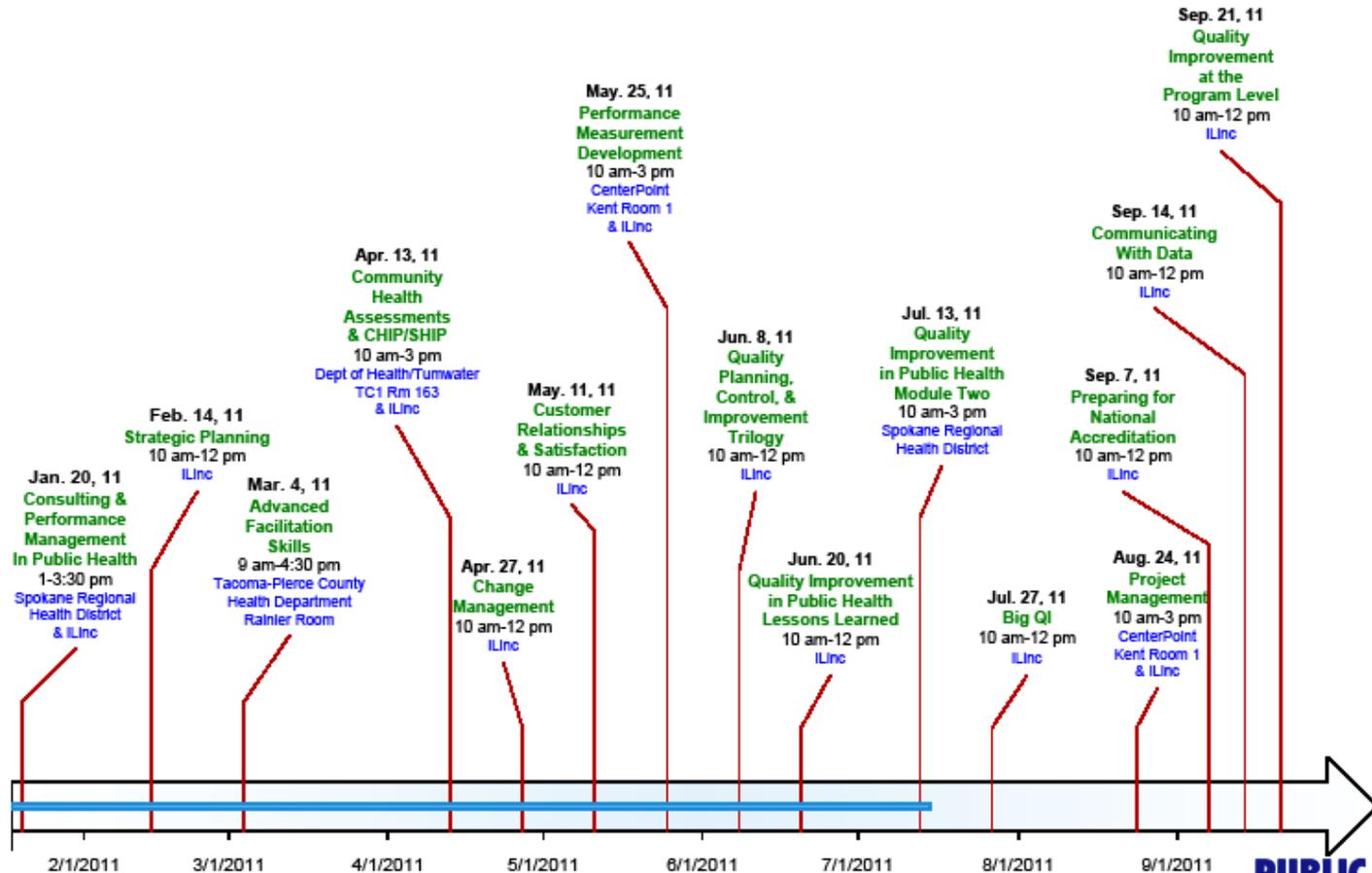


# Public Health Performance Management Centers for Excellence

## Public Health Centers for Excellence ~ Training Timeline ~ Year One

Student Version

revised Friday, July 15, 2011



# Public Health Performance Management Centers for Excellence

## Web site



### Public Health Performance Management Centers for Excellence

You are here: [DOH Home](#) » Centers for Excellence

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- [Performance Management](#)
- [Best Practices](#)
- [Training](#)
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Official State Government Website

Public Health Performance Management Centers for Excellence

Welcome to the Washington State Public Health Performance Management  
Centers for Excellence!

#### What's New?

- [Training: Quality Improvement in Public Health: Experiencing the QI Method](#)
- [Training: Big QI - Agency Wide Culture](#)
- [Training: Project Management](#)

#### How do I...?

- [...find and/or contact my assigned Center for Excellence?](#)
- [...find upcoming training?](#)

#### I'm looking for information on...

- [...Community and/or State Health Improvement Plans \(CHIP/SHIP\)](#)
- [...National Accreditation](#)
- [...Performance Measurement](#)
- [...Public Health Standards in Washington State](#)
- [...Quality Improvement](#)
- [...Strategic Planning](#)



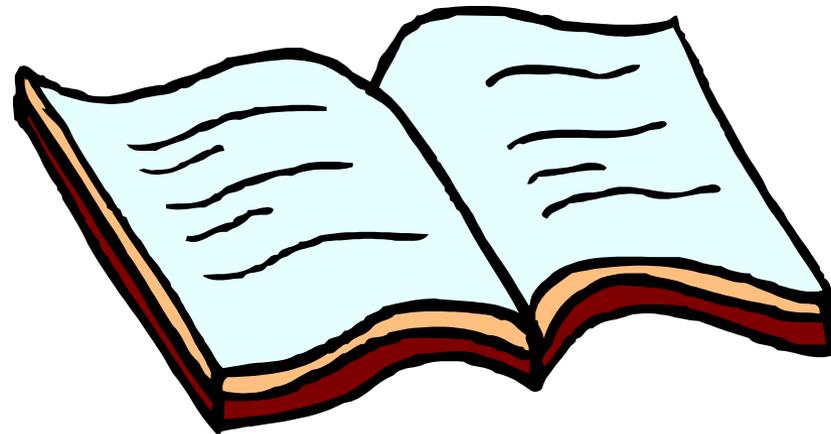
# *Public Health Performance Management Centers for Excellence*

What does the future hold?

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**Coming soon:**

*Consultation  
Technical Assistance  
Guidebook*



# *Public Health Performance Management Centers for Excellence*

## **Continue Building Centers' Capacity**

- Focus on knowledge of national standards
- Continue train the trainer activities
- Develop additional training materials
- Add tool kits & other Web resources

## **Select LHJs, tribal agencies, or collaborative teams for performance improvement projects**

- Teams will choose from a package of options
- Teams receive training, technical assistance, and funds

# *Public Health Performance Management Centers for Excellence*

## **Semi-monthly training and tailored support**

- Training program for LHJs focused on needs identified in 2011 standards review
- Centers continue building relationships regionally

## **Ongoing evaluation**

- Annual evaluation of LHJs by the Northwest Center for Public Health Practice (NWCPHP)
- Annual evaluation of Centers by NWCPHP
- LHJs will evaluate training and service from Centers
- Develop future years' project plans based on data

# Public Health Performance Management Centers for Excellence

## Quality Improvement Packages

Package A	Package B	Package C
<p><b>Organize agency for national accreditation</b> Examples:</p> <ul style="list-style-type: none"> <li>• Consulting on collecting and preparing data and documentation</li> <li>• Technical assistance on evidence collection and documentation</li> <li>• Identification of staff roles, team charters, and establishing leadership support.</li> </ul>	<p><b>Single QI project to increase efficiency and/or prepare for accreditation</b> Examples:</p> <ul style="list-style-type: none"> <li>• CHA/CHIP</li> <li>• Strategic Plan</li> <li>• Decrease time to award contracts</li> <li>• Decrease time to deliver services</li> <li>• Decrease cost to deliver services</li> <li>• Decrease staff allocated to service delivery, etc.</li> </ul>	<p><b>Quality improvement training of health department staff</b> Choose from options such as:</p> <ul style="list-style-type: none"> <li>• Community-focused Performance Management</li> <li>• Statistical Process Control</li> <li>• Lean</li> <li>• Six Sigma</li> <li>• Change Management</li> <li>• Quality Decision Making</li> </ul>

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## Thank you

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