

# PUBLIC HEALTH IMPROVEMENT PARTNERSHIP

## PUBLIC HEALTH PERFORMANCE AND ACCOUNTABILITY

### Summary for discussion at PHIP

June 16, 2014

#### SCOPING

##### **Performance Management and Accountability Needs of the Public Health System**

The Public Health Improvement Partnership is charged with setting strategic goals and objectives for protecting and improving health through a continuously improving public health system. In 2012, the Partnership set new strategic goals to better meet the changing needs of the health of Washington residents through an *Agenda for Change Action Plan*.

In addition to the *Agenda for Change*, there are more drivers to guide our public health improvement work. Governor Inslee's statewide initiatives *Results Washington*, the State Health Improvement Plan and the Foundational Public Health Services are examples of new efforts driving performance of the public health system. Each initiative identifies a need to ensure that adequate systems are in place to assess the effectiveness and efficiency of our work.

#### NEW WORKGROUP

The Partnership has established a Public Health Performance and Accountability Workgroup to support the work of the public health system by ensuring that systems are in place to measure whether we are successfully meeting our goals.

The scope of work could include:

1. Evaluation of the current performance management systems to determine whether we have the right systems in place to measure the results of our work (local public health indicators, activities and services inventory, etc.)
2. Identification of the performance management systems that are needed to measure the performance of Partnership initiatives
3. Maintaining and improving the performance management systems (identified above)
4. Advising the Partnership on the State Health Improvement Plan

Although we will not have time to discuss this in detail on June 16<sup>th</sup>, we would appreciate your support of these concepts, and intend to begin the work this fall. In December we will report back and ask for more specific direction.

# Washington State Department of Health Strategic Plan Overview

## VISION

People in Washington enjoy longer and healthier lives because they live in healthy families and communities.

## STRATEGY

Through collaborations and partnerships, we will leverage the knowledge, relationships and resources necessary to influence the conditions that promote good health and safety for everyone.

## MISSION

The Department of Health works with others to protect and improve the health of all people in Washington State.

## WHAT WE DO FOR WASHINGTON STATE

### Protect from communicable disease and other health threats

- Ensure an effective communicable disease prevention, surveillance and response system
- Prepare for, respond to and recover from public health threats
- Ensure safety of our environment
- Address public health impacts of climate change

### Prevent illness and injury and promote ongoing wellness

- Give all babies a planned, healthy start
- Increase immunization rates
- Support healthy weight
- Promote tobacco-free living
- Prevent or reduce the impact of adverse childhood experiences
- Protect people from violence, injuries and illness
- Raise awareness and implement strategies to promote mental health

### Improve access to quality, affordable, integrated healthcare

- Increase access to affordable healthcare
- Ensure patients experience safe, quality healthcare
- Incorporate public health and prevention into reforming the healthcare delivery system

## HOW WE DO OUR WORK

### Integration of continuous quality improvement and performance management

- Improve customer satisfaction and use of customer feedback
- Ensure performance management systems are used
- Use Lean and other quality improvement tools

### Ensure efficient, innovative, and transparent core business services

- Develop appropriate policies and legislation to support our goals and objectives
- Work toward optimal public health funding and assessment of return on investment
- Make financial and business processes transparent; engage and respond to customers
- Implement a comprehensive communication and marketing plan
- Enhance our technological capabilities

### Improve organizational health and expand workforce development

- Improve skills and capabilities of workforce
- Develop an agency succession plan
- Improve organizational health
- Integrate workplace health and wellness into activities and policies
- Ensure a robust and collaborative partnership with academia

## FOUNDATIONS

**MODELS:** Socio-Ecological • Determinants of Health • Life Course • Place Matters

**GUIDING PRINCIPLES:** Evidence-Based Public Health Practice • Partnership • Transparency • Health Equity • Seven Generations

