

PERFORMANCE MANAGEMENT

Showcase #3

March 2007

Washington Awarded Another Year of Multi-State Learning Collaborative

Washington State was awarded a second year of funding by the Robert Wood Johnson Foundation (RWJF) to continue our activities in improving our public health practice and results. Three of the four objectives for this second year of the grant relate directly to your work:

Objective 1: By January 2008 five quality improvement projects will be completed

The results of the 2005 standards assessment provided each local health jurisdiction and selected programs within Department of Health a written report of their results in meeting the standards and measures. The intent of this objective is to select five sites for improvement projects that will use the 2005 results of the standards assessment to identify needed improvements and train public health staff in these sites in quality improvement methodology to achieve actual improvements.

Objective 2: Use state/local teams to improve outcomes on Local Public Health Indicators

An early vision of the Performance Management Committee was to measure public health performance on health status and health determinants as part of the assessment process. The development of the set of Local Public Health Indicators was completed in December 2006. We will use the newly developed Local Public Health Indicators in our next cycle of measurement so that we gain experience with consistent and meaningful measurement approaches and use the results for better quality of service, reduced costs, and/or improved health.

Objective 3: Increase the knowledge of the Standards and ability of staff and managers to apply the Standards to everyday work

Because the standards were significantly revised since the last assessment cycle, it will be imperative to communicate the new standards both to public health staff and to policy makers and leaders who will make decisions regarding funding and policy.

The Robert Wood Johnson Foundation grant funds will support many activities in Washington State's local health departments as part of the Multi-State Learning Collaborative.



Training Topics in the Revised Standards

This edition of the Performance Measures Showcase highlights training topics included in the revised Standards for Public Health.

SmartPH, our learning management system, includes access to training and education opportunities on these topics.



Getting Results in Public Health

Training Topics in the Revised Standards



The newly revised Standards for Public Health include two measures that address the education and training of staff in public health:

- Measure 5.5 L and 5.5 S “New employees are oriented to the Emergency Preparedness Response Plan (EPRP), and the EPRP is reviewed annually with all employees”, and
- Measure 10.4 L and 10.4 S “Staff training is provided, as appropriate, including but not limited to the following topics:
 - Assessment and data analysis
 - Program evaluation to assess program effectiveness
 - Confidentiality and HIPAA requirements
 - Communications, including risk and media relations
 - State laws/regulations/policies including investigation/compliance procedures
 - Specific EPRP duties
 - Community involvement and capacity-building methods
 - Prevention and health promotion methods and tools
 - Quality improvement methods and tools
 - Customer service
 - Cultural competency
 - Information technology tools
 - Leadership
 - Supervision and coaching
 - Job-specific technical skills

Training is evidenced by documentation of learning content and specific staff participation or completion.”

Training documentation should be linked to the staff member’s training plan in their annual evaluation as described in measure 10.2 L and 10.2 S. The *SmartPH* system provides a mechanism to create individual staff learning plans and to track staff training linked to their learning plan. In addition, *SmartPH* has identified and made more than 100 online training courses available that address the types of training required in the Standards. On the next two pages are an example of the learning plan tool and an excerpt of the training course spreadsheet, both from *SmartPH*.

Please contact Tammy Dobson at tammy.dobson@doh.wa.gov if you have any other questions about *SmartPH* and how its use can help you and your staff address the Standards.

Example: *SmartPH* Learning Plan



MyPlan Admin

Keyword:

Type:

Category:

Online Courses: 97 records found.

Course Name	Summary	Select a course
Advanced Customization in Excel 2003	To demonstrate how to customize Excel workbooks and the Excel 2003 application	<input type="checkbox"/>
Advanced Data Analysis in Excel 2003	To provide an overview of the advanced data manipulation and analysis features in Excel 2003	<input type="checkbox"/>
Advanced Data Exchange in Excel 2003	To describe how to use Excel 2003 to share data between people, applications, and on the Web	<input type="checkbox"/>

Sample of **Assigning Courses to a Learning Plan** - This creates a learning plan that can be assigned to either an individual learner or to multiple learners.

Template Learning Plan Learner Assignment – Once the learning plan has been created, you can assign learners to the learning plan.

MyPlan Admin

Select Learning Plan:

Plans scheduled to be deleted

Filter learners by User Grouping

-- All User Grouping(s) --

1
2
3
Asotin County Health District
Benton-Franklin Health District
Chelan-Douglas Health District

Filter

(select learners below to assign them to this learning plan)

Learners:	Assigned Students:
Abad, Ruth (devruth.abad@doh.wa.gov)	Halsell, Chris (testcb3222)
ABBOTT, TINA (NO4447)	Halsell, Christopher (qc28r40303)
ABERRA, AZEIS (NO44604)	Hernandez, Halse (testd504)
Abplanalp, John (qajdsabplan)	Hernandez, Hanna (testshonygh)
ACHILLES, RODRYN (devRXA6344)	Hernandez, Torie (teststalehanna)
Adair, Janice (devjca0303)	Hernandez, Torie (qatt2303)
Adams, Fred (qatt0303)	Hernandez, Torie (qatorie.hernandez)
Adams, Valon (devvca0303)	Hernandez, Torie (qatorie)
Adams, William (devwca0303)	Hernandez, Torie (testtoriehernandez)
Ahern, Deborah (DNF4539)	Horton, Jill (qajca0303)

Administrative Assistant

Overall Due Date:

Course Name:

Due Date:

Reminders: 2 Days 7 Days 14 Days 30 Days

Administrative Functions Instructor Led Courses

Learner's Learning Plan Course Access and Status Tracking – Once assigned to a learner, this is how it appears for the learners to track their progress.

Learning Plan: Administrative Assistant

Description:

Date Assigned: 03/09/2007 Assigned By: Torie Hernandez

1.	What is SmartPH LMS	Not Registered	Not Available	Not Assigned	Instructor-led	Register >
2.	Administrative Functions	Not Attempted	Not Available	Not Assigned	Online	View Summary > GeoLearning Analytics >

Learning Plan Details Report – Supervisors and Coordinators in the system can review the status of any learning plan through a simple report, either "Details" or "Summary."

SmartPH WASHINGTON STATE

LEARNING PLAN DETAILS

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Data as of 3/9/2007

Learning Path: Administrative Assistant

Student name: Halsell, Chris (testgov@mail1.geolearning.com)

Organization Name: DOH - OS - Public Health Systems Planning and Development Organization Type: WA - State Agency

Task Name	Task Type	Comp Status	Score	Due Date	Comp Date
Administrative Functions	OLT	Not Attempted	N/A	N/A	N/A
What is SmartPH LMS	ILT	Not Registered	N/A	N/A	N/A

Percent Complete: 0%

Student Status: Active

Example: *SmartPH* Training Courses Addressing Performance Standards



Course Title	Course Creator	<i>SmartPH</i> course catalog topic categories and sub-categories
Advocating for Public Health Policy	- UIC	PH Cross-Cutting Standards for Public Health in WA State and Local Laws, Regulations, Policies, including Investigation and Compliance
Applying Informatics to Community Health Assessment	- UIC/Illinois PHPC	PH Cross-Cutting Community Health Assessment Informatics and Technology Standards for Public Health in WA Community Health Assessment Information Technology Tools
Assessing Community Assets and Capacity	- UIC/Illinois PHPC	PH Cross-Cutting Community Health Assessment Standards for Public Health in WA Community Health Assessment
Basic Steps in Investigating Clusters of Non-Infectious Disease, Part 1	- North Carolina CPHP	PH Cross-Cutting Epidemiology, Disease Surveillance Non-Infectious Conditions
Cohort Studies	- North Carolina CPHP	PH Cross-Cutting Epidemiology, Disease Surveillance Standards for Public Health in WA Data Analysis
Communicate to Make a Difference: Exploring Cross Cultural Communication	- NY/NJ PHTC	PH Cross-Cutting Cultural Competency Standards for Public Health in WA Cultural Competency
Environmental Risk Assessment	- North Carolina CPHP	Public Health Topics Environmental Health
Introduction to Geographic Information Systems	- North Carolina CPHP	PH Cross-Cutting Informatics and Technology
Zoonotic Disease: Bioterrorism and Beyond	- Michigan Center for PH Preparedness	Public Health Topics Environmental Health Vector-borne/Zoonotic
A Foodborne Outbreak of Gastroenteritis in a Teaching Hospital	- North Carolina CPHP	PH Cross-Cutting Epidemiology, Disease Surveillance

Forgot your SmartPH log-in or password? Please contact SmartPH customer support at (877) 889-3377/(360) 236-4458 or smartph@doh.wa.gov