

PERFORMANCE MANAGEMENT

Showcase Overview



Performance Management Maps

Need a good tool to explain the Standards for Public Health Performance to your community or Board of Health members? Do you wonder how standards, programs, indicators and outcomes relate to each other?

This Showcase provides a pictorial representation of how performance management at the program level and at the system level work together to get results in public health. We call these the Performance Management Maps for Public Health in Washington State.

The 10,000 foot description on the first page defines Standards, Statewide Health Indicators, Programs and Outcomes and gives one example of how these work together to get results. This 1st page is intended for lay audiences such as legislators and Board of Health members.

The second page has more detail and some of the questions that each component of performance management can address as part of evaluating and improving the public health system. The greatest level of detail is on the third page where an example taken from the Tuberculosis Logic Model shows how the TB program activities to reduce the incidence of tuberculosis contribute to program outputs and outcomes, and to statewide health indicators, to demonstrating performance against the standards and ultimately to improving health status and the public health system overall.

See these Performance Management Maps on the next three pages.

Standards describe the basic functions a health department is expected to carry out—no matter what specific issue or concern arises.

Statewide Health Indicators describe what is happening in the population, looking at specific issues.

Programs, services or activities are designed to respond to or mitigate, specific issues—performance measures tell us if a program, service or activity is working. Measures may focus on processes, outcomes or impacts.

Outcomes are the desired results of a program, service or activity.

How these work together.... A Local Health Jurisdiction (LHJ) must be carrying out **Community Health Assessment** (a *Standard*)

so that



A sudden increase in injuries/deaths from vehicle crashes in one community is recognized (*Statewide Health Indicator*)

so that



A community strategy can be deployed, based on the best evidence about what works, (*Program, Service, or Activity*)

so that



There are fewer injuries, deaths and/or crashes (*Outcome*)

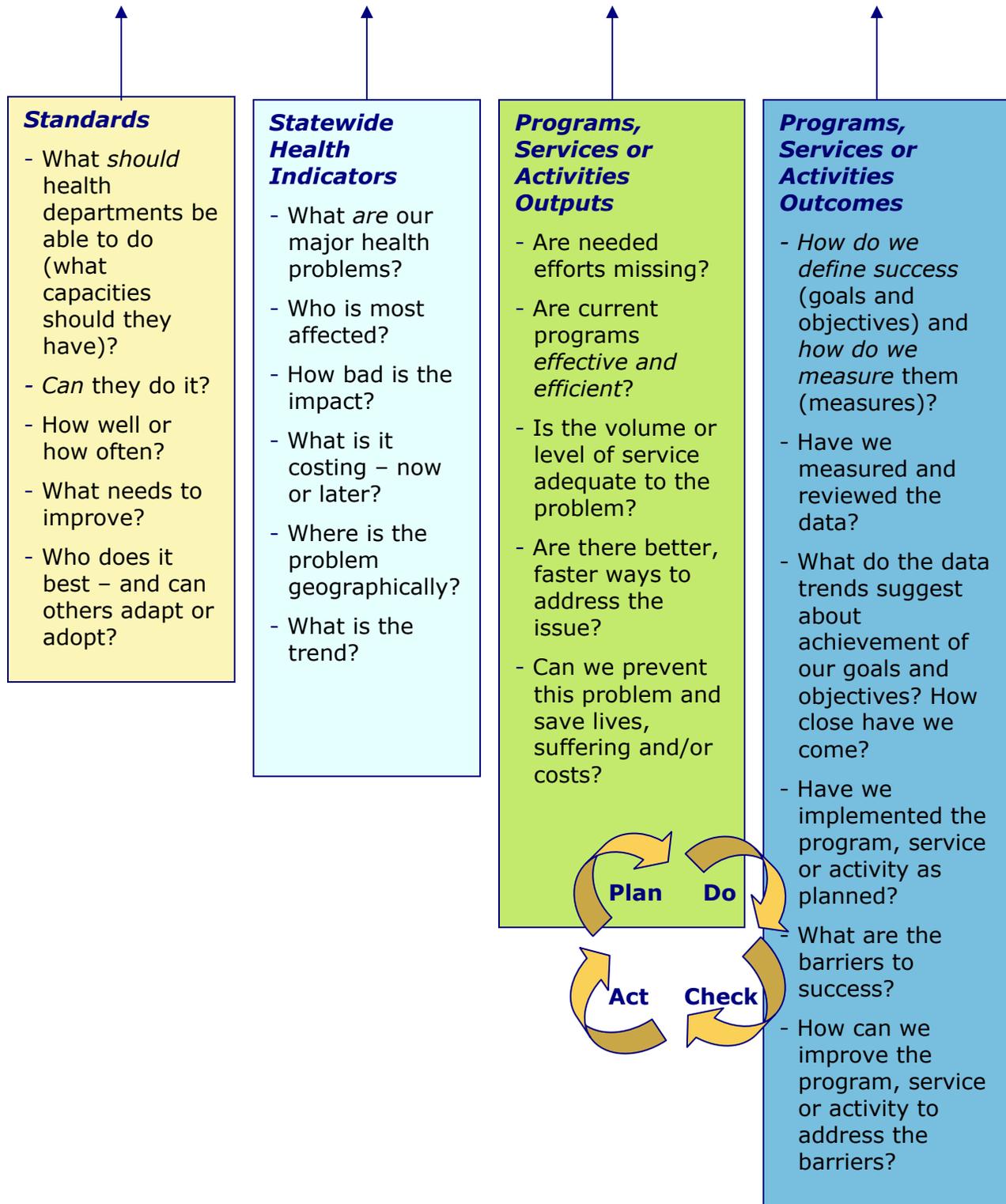
This method works no matter what issue rises to high concern. If the basic function of assessment were not being carried out, the indicator would not have been observed or responded to. All of this happens in a cycle of improvement in which re-measurement occurs after implementation of a strategy to determine if improvement occurred. Ongoing efforts to maintain the health of the population also follow this cycle of improvement, using data to assure that outcomes continue to be achieved.

Standards for Public Health are designed to measure how well we are carrying out basic functions, and they are intended to be used with *Health Indicators* and *Program, Service or Activity* performance measures including *Outcomes*. Sometimes an *Indicator* and *Outcome* may measure the same thing.

Getting Results in Public Health

Maintaining and Improving Health Outcomes

- Have we made a positive impact?
- Have we maintained or improved the health of the community?



Performance Management Map *(Tuberculosis [TB] Example)*

