

Tribal Accreditation Learning Community

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FEBRUARY 25, 2019

TOPIC: PERFORMANCE MANAGEMENT AND DOCUMENTATION
TRACKING

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TALC Webinar Protocols



- ▶ The meeting will be recorded.
- ▶ Please keep your phones on mute to minimize background noise.
- ▶ Use the chat box anytime or the phone line for questions during the Q&A
- ▶ Feel free to ask questions of other people on the line as well
- ▶ A post webinar evaluation survey will pop up when you leave the meeting, please fill that out



**What would you do differently at
the beginning of your accreditation
journey?**



Performance Management Overview

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Adapted from: PHF

The Public Health Performance Management System Framework

INTRODUCTION & APPLICATION
TO PUBLIC HEALTH

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What is Performance Management?

“Performance management is the practice of actively using performance data to improve the public's health.

This practice involves the strategic use of performance measures and standards to establish performance targets and goals.”

Source: From Silos to Systems: Using Performance Management to Improve Public Health Systems – prepared by the Public Health Foundation for the Performance Management National Excellence Collaborative, 2003

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What is Performance Management?

- ▶ A systematic process by which an organization involves its employees in improving the effectiveness of the organization and achieving the organization's mission and strategic goals.
- ▶ The focus of these performance management activities is to ensure that goals are consistently met in an effective and efficient manner by an organization, a department, or an employee.



PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



Developed in 2013, adapted from the 2003 Turning Point Performance Management System Framework

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Performance Standards

- ▶ Standards may be set based on national, state or scientific organizations, by benchmarking against similar organizations, or by other methods.
- ▶ Example in practice: Healthy People 2020 objective of a 10% improvement in the cases of pertussis among children under 1 year of age (National Notifiable Diseases Surveillance System) and reduce severe allergic reactions to food among adults with a food allergy diagnosis to 21% from 29.3% (Food Safety Survey)

Source: www.HealthyPeople.gov

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Performance Standards

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

Think about:

- Do you set or use standards, targets or goals for your organization or program?
- How do you communicate the expectations and strategic direction for your organization or program?

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Performance Measurement

- ▶ It is important to set criteria and establish scope (programmatic vs. state)
- ▶ Example in practice: New Hampshire used the following criteria to select final measures:
 - ▶ Data should be available for several years to show trends.
 - ▶ Data should be reliable, in that we are confident in the accuracy of the data and that it measures what is intended to measure.
 - ▶ The measures should reflect new and growing initiatives.
 - ▶ The measures should be a good indicator of whether or not a program or intervention is working.

Source: Improving the Public's Health in New Hampshire, 2005.
<http://www.dhhs.nh.gov/dphs/iphnh/documents/report.pdf>



Performance Measurement

- ▶ Refine indicators and define measures
- ▶ Develop data systems
- ▶ Collect data

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Think about:

- How do you measure capacity, process or outcomes?
- What tools exist to support the efforts?



Reporting Progress

- ▶ **Reporting Progress** is how a public health agency tracks and reports progress depending upon the purpose of its performance management system and the intended users of performance data. A robust reporting system makes comparisons to national, state, or local standards or benchmarks to show where gaps may exist within the system.



Reporting of Progress

- ▶ Analyze and interpret data
- ▶ Report results broadly
- ▶ Develop a regular reporting cycle

Think about:

- Do you document or report your unit / program's progress?
- Is this information regularly available? To whom?
- What is the frequency of analysis and reporting?

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Quality Improvement

- ▶ **Quality Improvement (QI)** is the establishment of a program or process to manage change and achieve quality improvement in public health policies, programs, or infrastructure based on performance standards, measures, and reports.



Quality Improvement

- ▶ Use data for decisions to improve policies, programs and outcomes
- ▶ Manage changes
- ▶ Create a learning organization

Think about:

- Do you have a quality improvement process?
- What do you do with information gathered through reports?
- Do you have the capacity to take action for improvement when needed?

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Documentation Tracking Overview



What is Documentation Tracking?

- ▶ Tribal Health Dept. demonstrate compliance with PHAB standards and measures through collection and submission of documentation.
- ▶ After Formation of an accreditation preparation team, must collect + electronically organize documentation
- ▶ Each Team member plays a role in gathering + Tracking documentation



PHAB Standards and Measures

- ▶ Read the [PHAB Standards and Measures](#), along with the [Tribal Supplement](#) and [Documentation Guide](#), for guidance on the appropriate documents for each measure.
- ▶ Once you find Relevant, Specific, and focused documentation, must organize



PHAB Documentation Selection Spreadsheet

- ▶ Intended to help manage documentation selection in the early stages of accreditation
- ▶ Not an official document in PHAB Submission Package
- ▶ Modifiable for the needs of the Health Department

DOMAIN 1	Measure	Required Documents	EXAMPLE 2			
			Example 2 Document Title	Owner (Division/Bureau/Office/Program and Contact Name)	Date (Does Document Require updating?)	Notes
Standard 1.1	1.1.1 S	1				
		2				
		3				
	1.1.1 T/L	1				
		2				
		3				
	1.1.2 S	1a.				
		1b.				
		1c.				
		1d.				
		1e.				
		2				
		3				
	1.1.2 T/L	1a.				
		1b.				
		1c.				
		1d.				
		1e.				
		2				

Source: Public Health Accreditation Board



NACCHO Documentation Selection Guides

- ▶ [Selecting Programmatic Documentation Tool](#)
- ▶ [PHAB Prerequisites Tool](#)
- ▶ [Workforce Requirements Toolkit](#)
- ▶ [Miscellaneous Documentation](#)



Tools

Documentation Tracking Tool

(Health Department Name) PHAB Accreditation Progress												
Domain Champions	Domain 1	Domain 2	Domain 3	Domain 4	Domain 5	Domain 6	Domain 7	Domain 8	Domain 9	Domain 10	Domain 11	Domain 12
	Name	Name	Name	Name	Name	Name	Name	Name	Name	Name	Name	Name
PHAB Accreditation Overall Progress (This accounts for all documents submitted to coordinators that are complete per PHAB Standards)					Domain Percent Complete (This accounts for all documents submitted to coordinators that are complete per PHAB's Standards)							
<p>0.00% Complete 100.00% Incomplete</p>					<p>0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%</p>							
This tool can be credited to the CDC Public Health Associate Program (PHAP) was shared by the Eastern Band of Cherokee Indians Division of Public Health and Social Services												

Domain 1 PHAB Assignment and File Checklist (2/1/2014)										
Conduct and disseminate assessments focused on population health status and public health issues facing the community										
Measure & Components	Required Documents / Policy	Examples Required	Responsible Administrator	Assigned To:	Date to be Completed By:	Date of Oldest Submitted Documentation:	Document Update Cycle	Submitted Documentation EXPIRES ON:	All Documentation for Measure Complete?	
Standard 1.1										
Participate in or Conduct a Collaborative Process Resulting in a Comprehensive Community Health Assessment										
1.1.1 (T/L)										
1	Participation of representatives from a variety of community sectors of the Tribal or local community	1 example					5 years			
2	Regular meetings	2 examples					5 years			
3	The process used to identify health issues and assets	1 process					5 years			
1.1.2 (T/L)										
1	A Tribal or local community health assessment that includes:									
1a	Data and information from various sources contributed to the community health assessment and how the data were obtained									
1b	Demographics of the population									
1c	Description of health issues and specific descriptions of population groups with particular health issues and inequities.									
1d	Description of factors that contribute to specific populations' health challenges.									



Panel Discussion

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At what point in your accreditation journey did your HD earnestly start work in this domain (performance management) and why then?



How did you build capacity to do this work – in other words, what types of training were needed, who needed it, what resources did you find you needed?



What were the biggest barriers you faced and maybe still face now?



What is your best advice to give to a health department that plans to take on PM and meet the PHAB standards?



Describe your PM system and why you chose to develop it like you did.



Upcoming Trainings/Events



2019 Public Health Improvement Training
New Orleans, LA

June 12, 2019 - June 13, 2019



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Thank you!

Next TALC:

MARCH 18, 2019

3PM ET, 2PM CT, 1PM MT, 12PM PT

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