Figure 2. Nebraska-Specific Performance Management System Model

#### **Performance Standards**

- **Assessment**—identifies strategic priority areas to inform decisions in planning processes and setting standards. (MAPP\*)
  - o Include a public health system assessment (NPHPSP\*)
- **State Health Improvement Plan**—sets goals and objectives for entire public health system.
- Agency Strategic Plan (internal)—sets goals and objectives for state health department and establishes indicators to help track organizational and system capacities, internal processes, and health outcomes.
- **Unit Standards**—sets goals and objectives for each Unit in the Division of Public Health.
- Each plan should establish performance standards for health status, health system, and agency improvements.

### **Reporting of Progress**

The intentional sharing and monitoring of performance indicators and outcome results with leadership entities and stakeholders.

- Develop a regular reporting cycle.
- Analyze data collected and document results of progress toward or away from performance measures.
- Share report with leadership entities, stakeholders, and/or advisory group.
- Determine the extent to which performance standards are being met. If you determine that not enough progress is being made, consider initiating a formal quality improvement process to make changes.

#### **Performance Measurement**

The ongoing monitoring and reporting of program accomplishments, particularly progress toward pre-established goals or targets.

- Include performance measures/indicators based on goals and objectives (i.e., performance standards) in State Health Improvement Plan, Agency Strategic Plan, and Unit Standards.
- Develop data collection system and timeline; document process.
- Collect data.
  - Look to Healthy People 2020 for health status measures; PHAB for agency measures; and NPHPSP for system measures.

## Performance Management System

# **Continuous: Quality Improvement**

A formal process that a health department can use for almost every plan, policy, or program that is implemented. (Save for critical issues)

Based on the performance progress report, community health assessment, or PHAB self-assessment...

- Select a quality improvement project.
- Assemble a quality improvement team.
- Develop an aim statement.
- Develop measures.
- Identify change ideas. (Plan, Do, Check, Act)
- Test change ideas. (Plan, Do, Check, Act)

Sustain and spread improvements.

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