



Public Health
Prevent. Promote. Protect.
Madison Health Department

Establishing a Performance Management System: what works for us, for now

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Approach is Key!

- Staff 'buy in' is very important prior to accreditation activities
- In Madison:
 - From Feb, 2014- May, 2015:
 - Engaged Staff and BOH
 - Created Strategic Plan from scratch
 - Created QI projects/plan
 - Introduced staff to Performance Management
 - Staffing/ Role changes

Approach is Key!

- Pros
 - Ability to align plans
 - Documents completed faster
- Cons
 - Confusion
 - How is a performance management plan different from QI plan? From Strategic plan?
 - 'What's in it for me?'
 - 'Will this create more work for me?'

*Decided to revisit Performance Management in the future.

Creating a Better Understanding

- For the Coordinator:
 - Attended Gaining Ground performance management system workshop
- For the Health Department Staff
 - Used the same exercise from the workshop to explain standards and measures to staff:
 - real examples of standards
 - real examples of measures
- Each department created at least 2 measures
 - Try not to create more work!
 - The measures had to come from data they were already collecting

Our Performance Management System

- What works 'for now'
- Non-formal
 - Ability to transfer current data into a formal system later
- Excel sheet measuring:
 - Performance standard (what do you want to achieve)
 - Measures for that standard (how will you measure your progress)
 - Data source (where is the data coming from?)
 - Frequency (how will the data be collected)
 - Baseline (where are we now?)
 - Target (where do we want to be?)
 - Responsible Party (who will monitor and report data?)

Our Performance Management System

- Example- Public Health Nurse:
 - Increase % of schools that are 100% compliant in one audit visit (Goal B2),
 - % of schools that are 100% compliant
 - Immunization Audit statistic summary
 - Annually (October-February)
 - 27%
 - 50%
 - Nursing Supervisor

Performance Standards

- Where did they come from?
 - Goals in our Strategic Plan
 - immunization audits, staff preparedness trainings in ICS 100-200
 - QI projects
 - Annual rabies clinic satisfaction survey
 - PHAB domains
 - incorporate 2 evidence base or promising practice intervention or programs (D10)
 - Chapter 24 / Standard 9-FDA
 - Reduction of Cold Holding violations in Retail Food Establishments
 - Drug Free Communities
 - 30% participation rate for school surveys

Managing Data

- Monthly Quality Improvement Meetings
 - Assess standards that are due
 - Did we achieve our goal?
 - No?
 - Try again!
 - Discuss barriers
 - Yes?
 - Create new measures
 - keep as is (ex: 100% satisfaction)



THANK YOU!
