



# Performance Management Framework

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**Performance Standards** are comprised of organizational or system standards, targets, and goals to improve public health practices. Standards may be set based on national, state, or scientific guidelines, benchmarking against similar organizations, the public's or leaders' expectations, or other methods.<sup>1</sup>

**Performance Measurement** is the development, application, and use of performance measures to assess achievement of performance standards.<sup>1</sup>

Figure 1: Performance Standards Table

Health Indicator	Target	Baseline	Percent	December comments	Percent	July comments	Percent	Comments
Environmental Health 1	Increase percent of community water system alerts being addressed by Marion County within one working day	100.0%	100.0%					
Environmental Health 2	Increase percent of restaurant violations addressed by "closing the loop" or reinspection	88.0%	88.5%					
Vital Statistics 1	Maintain net revenue generated by Marion County vital statistics	\$200,450.00	\$200,450.00					

Marion County Public Health performance standards include targets from an array of sources ranging from national benchmarks like Healthy People 2020 and United States Department of Health and Human Services to targets established by Marion County Public Health staff. All levels of performance standards hold us accountable to achieve goals and provide better service to our community.

Figure 2: Performance Measurement Data Table

Health Indicator	Target	Marion County		Oregon		United States	
		Data	Year	Data	Year	Data	Year
Increase percent of infants receiving birthdose of Hepatitis B at local hospitals	85.0%	Salem Hospital- 95.4%	2012				
	Target Source	Silverton Hospital- 60.5%	2012	70.0%	2012	71.6%	2012
	Healthy People 2020	Santiam Hospital- 85.7%	2012				
Decrease HIV incidence rate	Target	4.0 per 100,000					
	Target Source	United States Department of Health & Human Services	5.31 per 100,000	2012	6.6 per 100,000	2012	19.1 per 100,000

Performance is measured at three different levels: process, program and community.

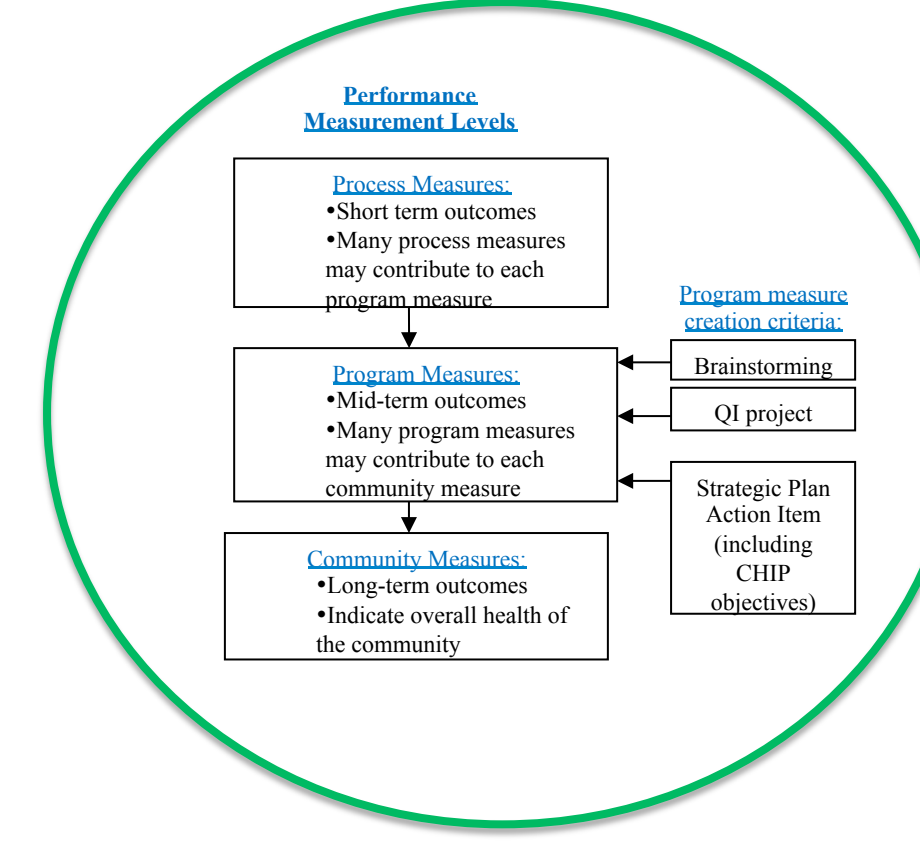
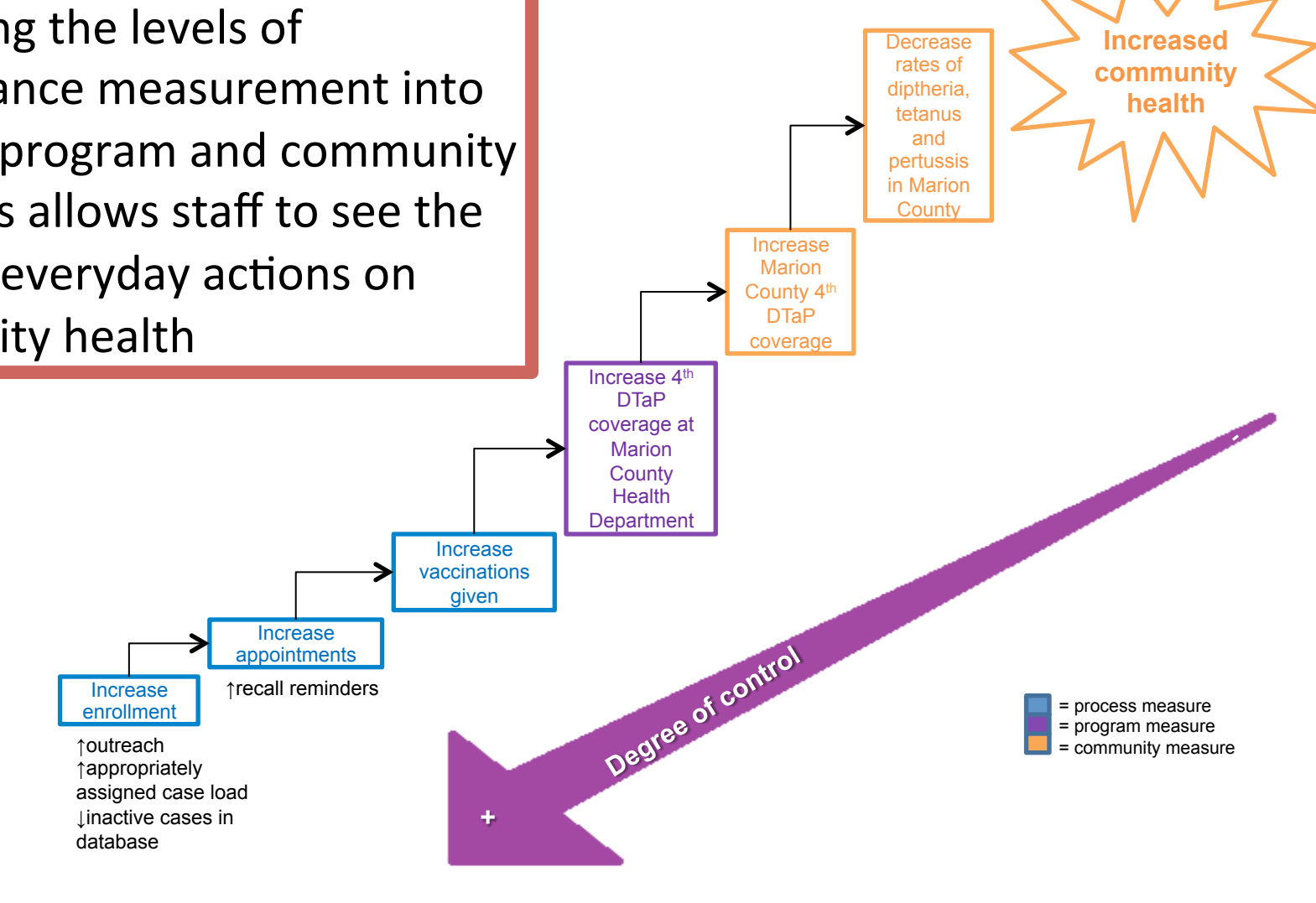


Table showing performance data for Immunization, Environmental Health 1, and Environmental Health 2 across January, February, and March.

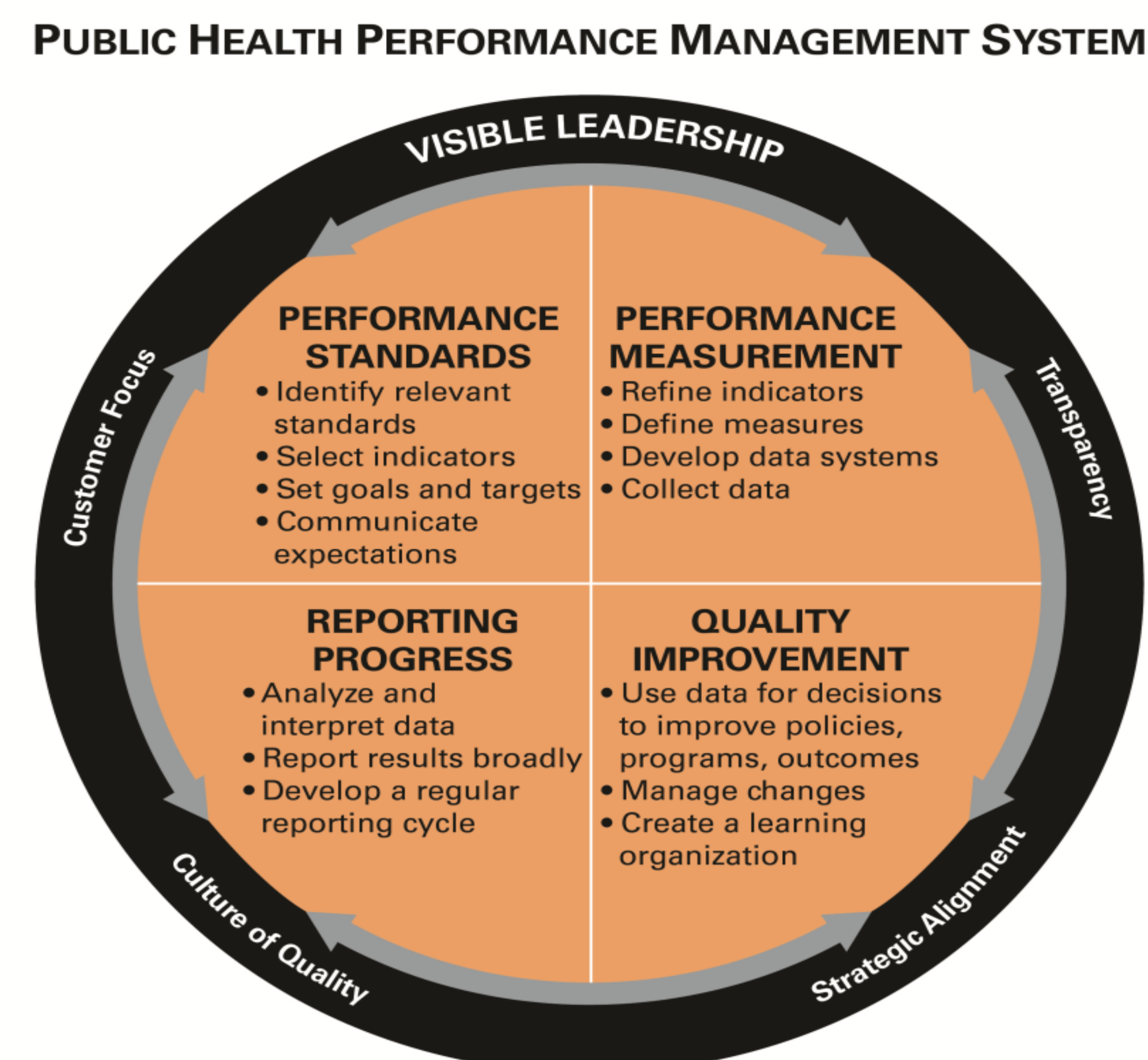
Organizing the levels of performance measurement into process, program and community measures allows staff to see the effect of everyday actions on community health



Marion County program measures were developed by program leaders with input from staff. Moving forward programs will develop new measures as standards are met. Positive outcomes from the Strategic Plan as well as QI projects will be monitored for maintenance of progress as program measures.

Figure 3: Strategic Priority 1: Provide the Five Basic Health Services. Table with Action Steps, Responsible Party, and Target Completion Date.

Figures 1 & 2 are small sections of our program measures and community measures. Figure 3 is a section of our strategic action plan.



**Reporting Progress** is the documentation and reporting of how standards and targets are met, and the sharing of such information through appropriate feedback channels.<sup>1</sup>

Marion County reporting of progress adds transparency and assures all stakeholders are on the same page. Allows us to prioritize targeted improvement based on data.

Reporting Matrix table with columns for Report Format, Reported to (Marion County Health Department Staff, Stakeholders/Partners, Community/Public), and Select Indicators (Program Measure Tracking Log, Community Health Assessment, Community Health Improvement Plan, Strategic Action Plan).

**Criteria for selecting a measure for a formal QI project:**

- The measure is not consistently meeting the standard or target & the appropriate target is set (indicated by red shading in the program measure tracking log—see below)
- The problem is within our control or influence.
- There is a potential for cost savings.
- There is a significant number of customers affected.
- There is a need for improvement/it is a significant problem.
- Resources are available for the project.

### Force Field Analysis

Table for Force Field Analysis with columns for Driving Forces and Restoring Forces.

**Root cause identification – Inconsistent process and definition of terms.**

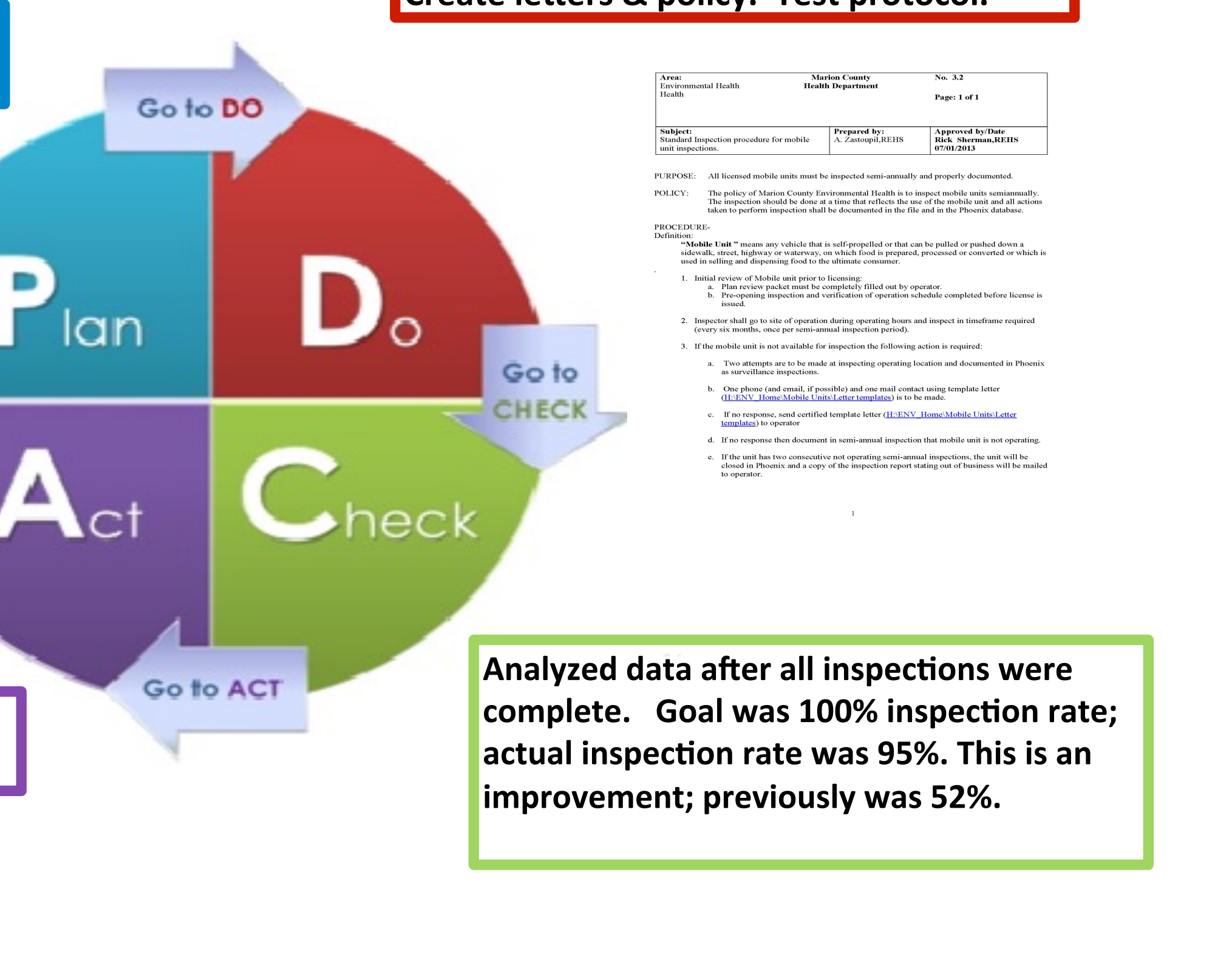
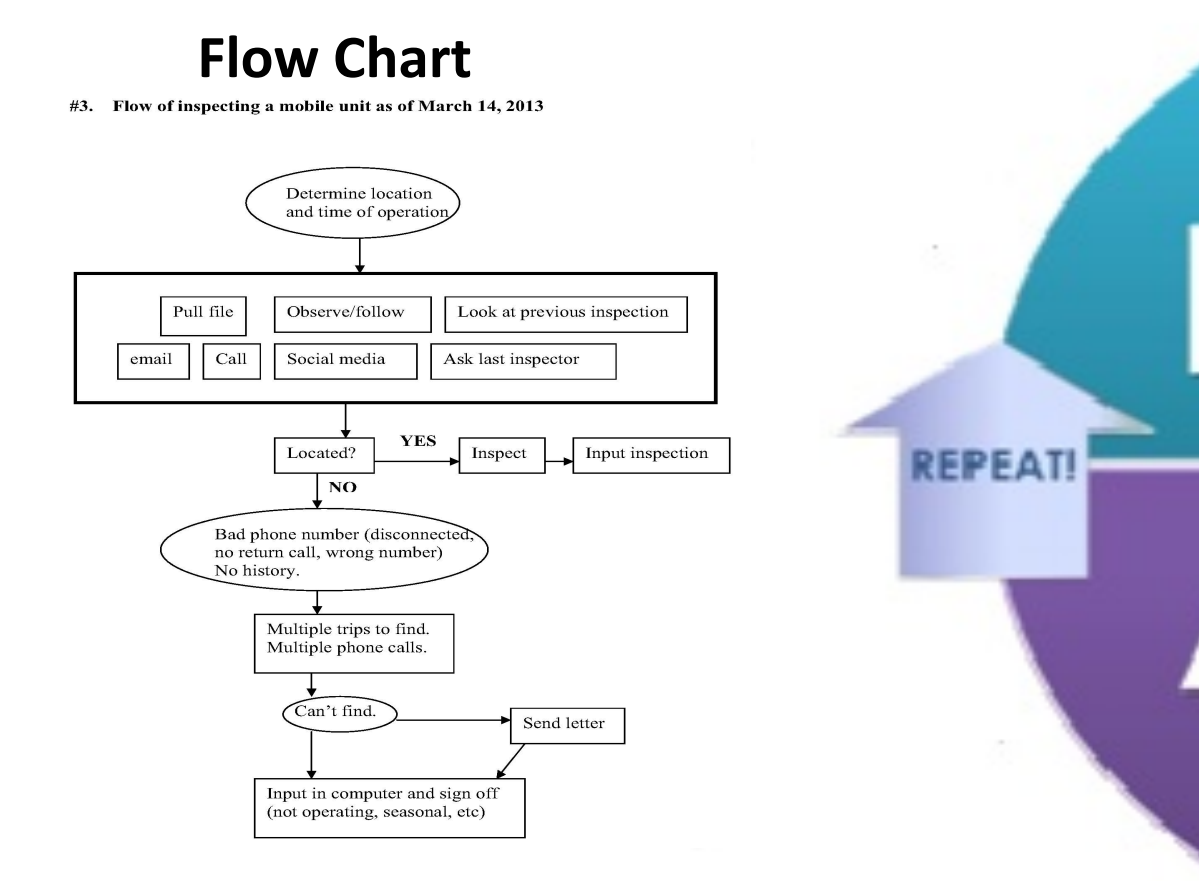


Table showing performance data for Immunization, Environmental Health 1, and Environmental Health 2 across January, February, and March.

Sources: <sup>1</sup>Public Health Foundation, <sup>2</sup>Public Health Accreditation Board, Image Public Health Performance Management System 2013 adaptation of the 2003 Turning Point Performance Management System Framework, Image PDCA from Oregon Health Authority