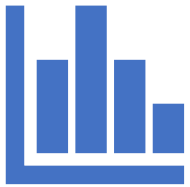
Introduction to Performance Improvement

James “Jim” Osti, BSN, MPH

Quality and Performance Improvement Coordinator

April 9, 2018



Performance Improvement Definition

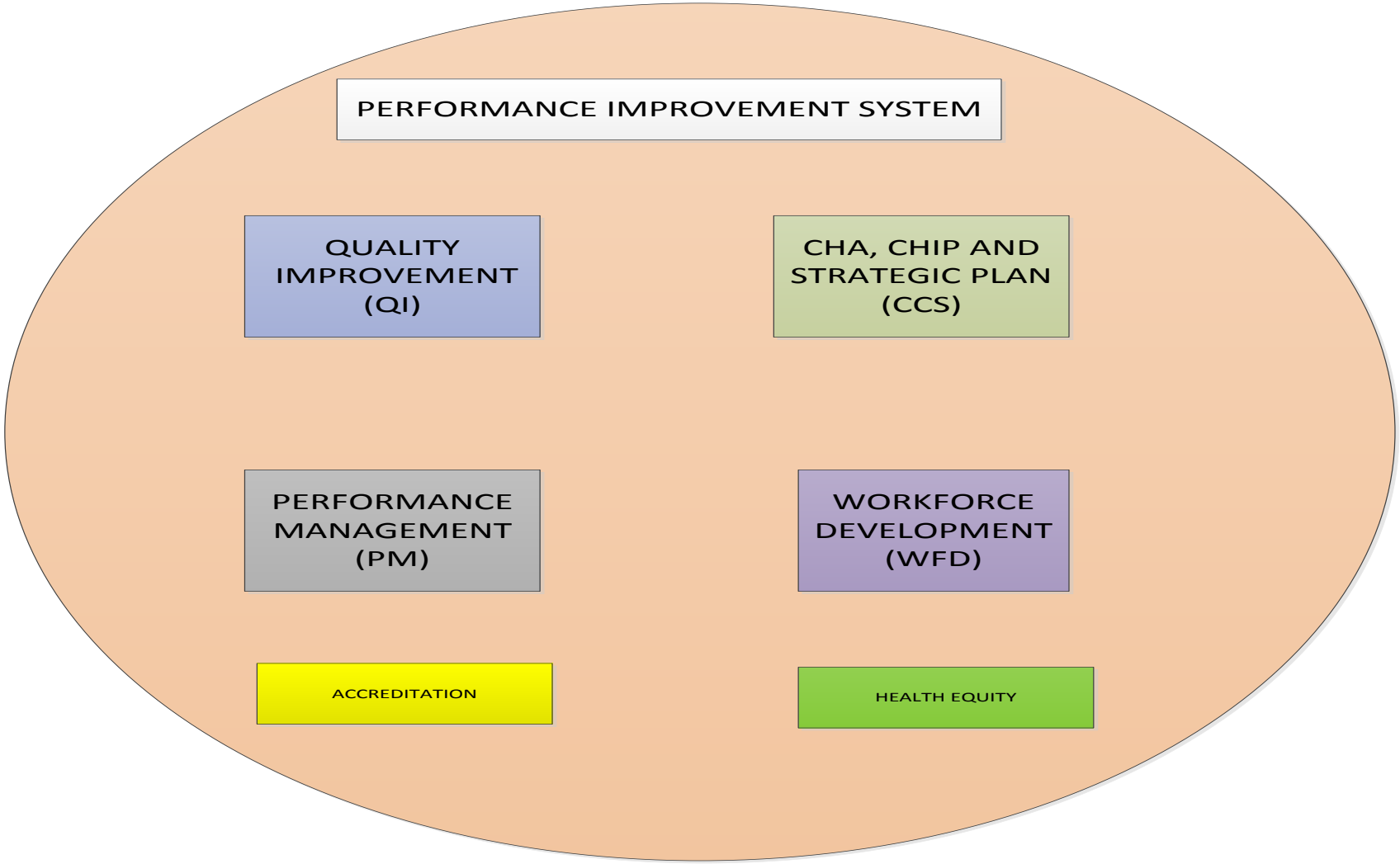
- Public health performance improvement is positive change in public health capacity, processes, or outcomes using clear and aligned planning, monitoring, and improvement activities.

- Source NACCHO Performance Improvement
- https://www.naccho.org/programs/public-health-infrastructure/performance-improvement

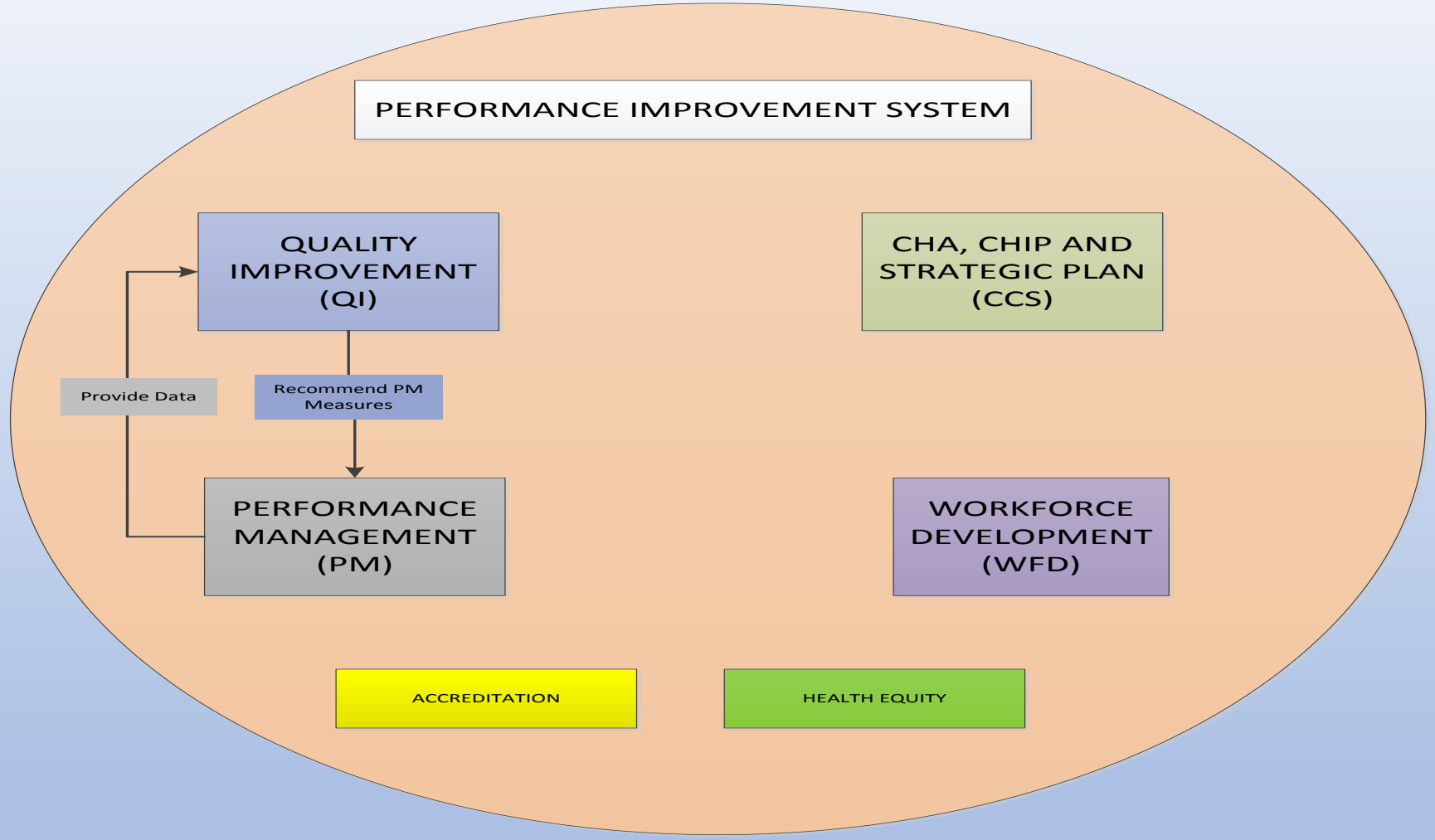
Component Parts of the PI Plan

- Performance management
- Quality improvement
- Community health assessment and improvement planning (CHA/CHIP)
- Workforce assessment and development planning
- Strategic planning
- Pursuit and maintenance of public health accreditation
- Regular agency assessment against national standards
- Change management
    - Adaptive Leadership

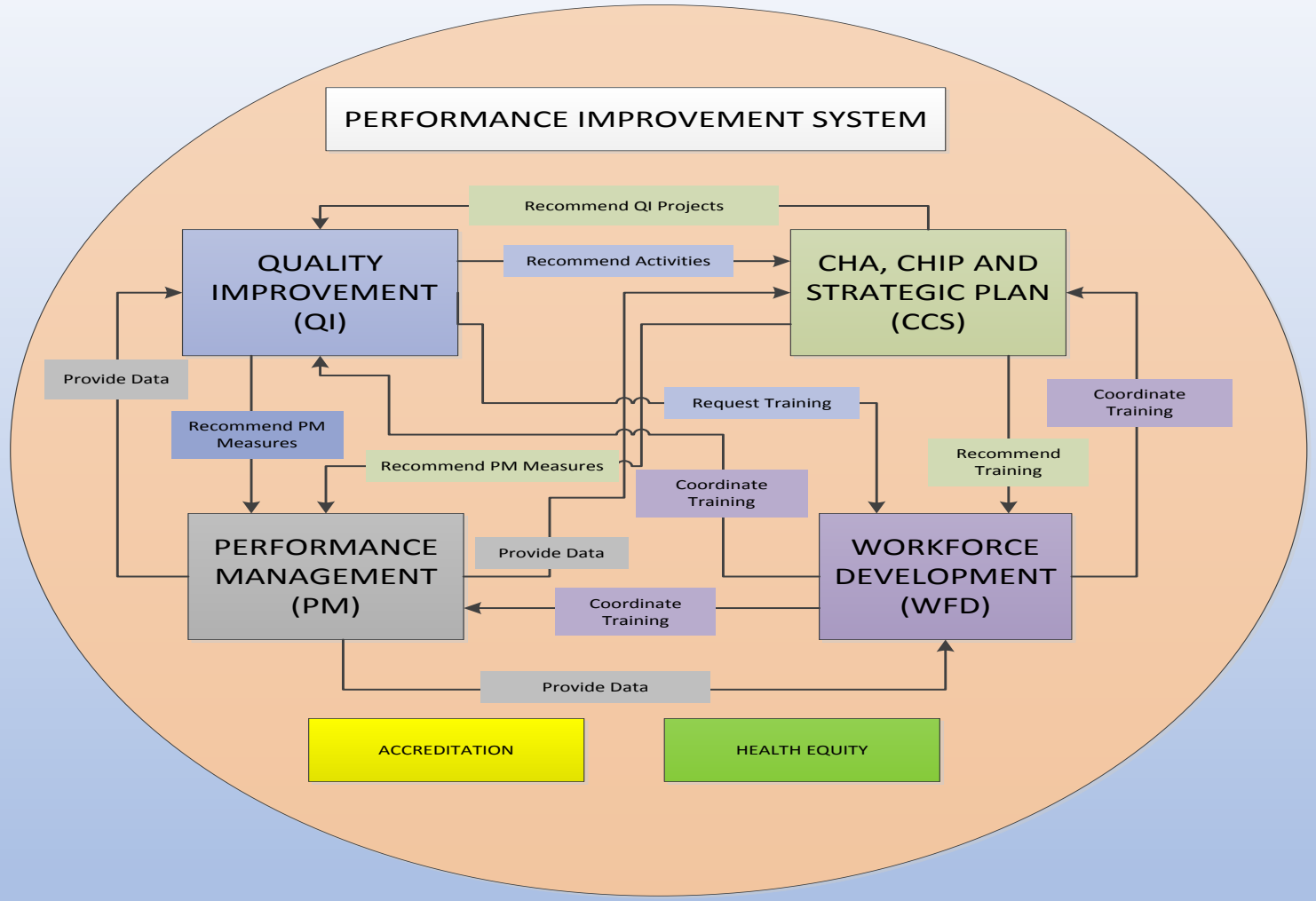
Source: NACCHO Performance Improvement



ACCREDITATION AND HEALTH EQUITY INTEGRATED INTO ALL FUNCTIONS OF THE PERFORMANCE IMPROVEMENT SYSTEM



ACCREDITATION AND HEALTH EQUITY INTEGRATED INTO ALL FUNCTIONS OF THE PERFORMANCE IMPROVEMENT SYSTEM



ACCREDITATION AND HEALTH EQUITY INTEGRATED INTO ALL FUNCTIONS OF THE PERFORMANCE IMPROVEMENT SYSTEM

Source: Southern Nevada Health District PI Plan 2018-03-21

Quality and Performance Improvement Coordination

- Have a staff member that oversees all Performance Improvement (PI) related activities for SNHD.
- Give authority and responsibility to work with staff, at all levels, to uphold the standards for PI.
- Plan, Implement, Monitor and Report on efforts to imbed PI into the agency
- Establish PI plan with goals for the agency.
- Recruit other staff to implement PI objectives.
- Establish or sustain PI teams to work on activities that will meet PI objectives.
- Have teams report to leadership on regular intervals with progress toward goals.

SNHD Performance Improvement Objectives

- Recommendation from Accreditation Consultant to hire a full-time Quality and Performance Improvement position
- Quality and Performance Improvement Coordinator (QPI) started February 5, 2018 (Internal Promotion)
- Sustain or develop plans or projects for all Performance Improvement (PI) components
  - Plan Example: Develop Performance Management Plan
  - Project Example: Establish Quality Improvement Initiative for Health Equity
- Sustain, establish, or enhance PI Teams
  - Quality Improvement (QI)
  - Performance Management (PM)
  - Workforce Development (WFD)
  - CHA, CHIP, and Strategic Plan (CCS)
- Integrate Accreditation and Health Equity into all PI Team work

PI Component	EXIST Or NEW	Plan Written and Approved	Team Established	Projects Started	Due Date For Next Phase
Quality Improvement (QI) Team	EXIST	YES	YES	YES	Ongoing
Workforce Development (WFD) Team	EXIST	YES	YES	In-Process	April 2018
Performance Management (PM) Team	NEW	YES	In-Process		April 2018
CHA, CHIP, Strategic Plan (CCS) Team	NEW	In-Process			May 2018