

Implementing Performance Management for Continuous Improvement

Simply put, performance management (PM) is the use of performance data to improve performance. Using performance data to assess and improve public health outcomes ensures that activities align with and support the program’s goals and objectives, to provide the best value to Maryland Department of Health (MDH) customers - the public and other stakeholders.

PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



The value of implementing performance management is not simply to measure, but meaningfully measure what matters, to optimize processes and systems (processes that work together to achieve a common goal). This encourages a focus on improving outcomes, including the use of performance standards, measurement, reporting, and quality improvement methods, to achieve MDH’s desired results. With a performance management system, programs will have the tools needed to strategically identify and prioritize improvement opportunities, encouraging innovation and collaboration with leadership support. [The Public Health Performance Management System Framework](#) depicted on the left illustrates the components of the public health performance management system, including visible leadership, performance standards, performance measurement, reporting progress and quality improvement.

The PHS Performance Management Implementation Guide



The Office of the Deputy Secretary for Public Health Services is working to establish performance management (PM) standards with a suite of tools to support programs in implementing PM processes. This includes the development of a PM Implementation Guide. This Guide has been adapted from the National Association of County and City Health Officials’ (NACCHO) [Measuring What Matters in Public Health](#) and Clear Impact’s [Results Based Accountability Guide](#). Using this guide, PHS programs can better align efforts towards common outcomes and measure their work, to assess, demonstrate, and improve impact.

ASTHO Performance Management Training



The Association of State and Territorial Health Officials (ASTHO) has developed a series of educational webinars focused on leveraging performance management (PM) in health departments. Click below to view the recording or register for upcoming webinars:

- [PM Techniques for Successful Decision Making](#) (View recording)
- [Operationalizing PM in the Health Departments](#) (Sept 17 at 3 PM EST)
- [Tools and Resources for Transforming PM](#), (Oct 29 at 3 PM EST)

Public Health Services Quality Improvement Council - Applications Open!



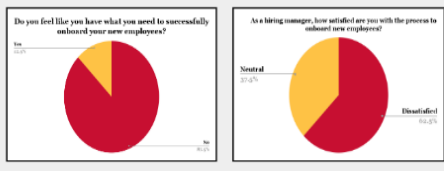

The Quality Improvement (QI) Council operates under the guidance of the Public Health Services’ QI Steering Committee, to establish a forum for QI-focused professional development. The Council empowers staff to innovate and improve, by developing skills to effectively use evidence-based QI approaches to drive meaningful improvement. This includes getting to the root of problems, developing effective solutions, testing a change and implementing the change sustainably. Council members receive training and professional development opportunities to enhance their ability to optimize the processes and systems that bring value to their customers. [Join the QI Council](#) and enhance your QI knowledge and skills. Applications are open until **September 30, 2024**. Applicants must obtain supervisory approval to join the Council. Review the [QI Council Charter](#) to learn more.

Public Health Services Quality Improvement (QI) Introductory Training



The QI Program is preparing to launch its **Introduction to Quality Improvement** training. Participants will learn the purpose and benefits of QI in public health and the foundational QI methodologies and tools needed for planning and executing an effective QI project. This training will cover the fundamentals of QI in public health and prepare participants for applying QI in daily work. [Indicate your interest here](#), and we’ll be in touch when we have additional details. The introduction to QI training will also prepare staff for an upcoming QI project leader training.

Quality Improvement (QI) Council Successes

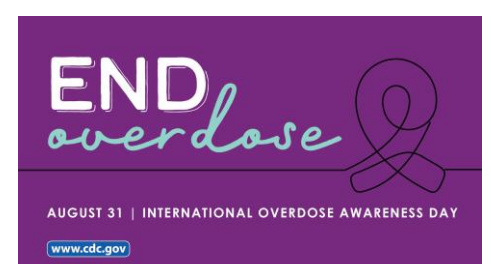
Improving PHS New Employee Onboarding	
<p>PROBLEM STATEMENT</p> <p>Hiring managers do not always have what they need to successfully onboard new employees. As a result, onboarding and orientation to PHS programs and services can be inconsistent and inefficient.</p>	
<p>PLANNING THE CHANGE</p> <p>A survey of eight hiring managers in one PHS office found that understanding and satisfaction of the onboarding process was very low.</p>  <p>Action Plan:</p> <ul style="list-style-type: none"> Standardization of onboarding processes through dashboard creation Creation of tailorable, template checklists for hiring managers to assist in onboarding new employees <p>Project Leads: Vanessa Lamers and Pamela Tenemaza</p>	<p>GOAL</p> <p>PHS Hiring managers in a PHS office have an efficient standardized onboarding process</p> <p>TESTING</p> <p>Smartsheet onboarding dashboard developed to centralize location of resources for the first 30 days of employment.</p>  <p>100% of post-test survey respondents felt they had the resources to successfully onboard new employees</p> <p>IMPLEMENTATION</p> <p>Onboarding dashboard maintained and available to hiring managers and new employees.</p>

The Quality Improvement Council recently completed QI Green Belt training which resulted in 11 members receiving green belt certification and six completed QI projects, with some still in progress. This adds to the growing number of MDH staff with expanded QI competencies, who are ready to apply their knowledge in daily work and lead QI projects for continuous improvement in their programs. This edition highlights the PHS New Employee Onboarding QI Project. Learn more about this and other QI projects:

- [PHS New Employee Onboarding](#)
- [HIV Case Management](#)
- [MADAP Eligibility Determination](#)
- [Website Customer Feedback](#)
- Local Health Department Grant Application
- Overdose Data to Action Evaluation Capacity

Public Health Observances

Click the images below to learn more about this month's Public Health observances



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