

Accreditation Learning Community

July 26, 2017

1:00-2:00pm

Dial-In Number: 1 877 916 8051

Access Code: 539-9866

Registration Link:

<https://attendee.gotowebinar.com/register/705955018610067459>



Agenda

1:00 – 1:05 Welcome and Introductions

1:05 – 1:30 Open Discussion
-Call for CHIPs
-Accreditation Coordinator Role

ALC Participants

1:30 – 2:00 Creating Strong Performance Measures

Etienne Holder
DPH Dashboard Coordinator



Community Health Improvement Plan Crosswalk

	State*	Greater Bridgeport	Norwalk	Hartford	Naugatuck Valley	Central CT	Wallingford	Greater Danbury	Greater New Haven
Maternal, Infant, and Child Health	X			X			X		
Environmental Risk Factors and Health	X						X		
Chronic Disease Prevention and Control	X	X	X	X	X	X	X	X	X
Infectious Disease Prevention and Control	X			X			X		
Injury and Violence Prevention	X					X	X	X	
Mental Health, Alcohol, and Substance Abuse	X	X	X		X	X	X	X	X
Health Systems	X	X		X	X	X	X	X	X

*Does your department have a CHIP missing from this table?



Accreditation Coordinator Role

- How has your department adopted the Accreditation Coordinator role and what resources are you using to support it?

14 Local Health Departments are using PHHSBG funds to support accreditation activities (4 are using funds to support AC position)

Other roles of the Accreditation Coordinator:

- Accreditation specific activities, such as CHIP co-lead, PM/QI coordination and Workforce Development
- Community Health Education
- Emergency Preparedness



Domain 9 – Performance Management

Initial Accreditation

9.1.3 – Implemented performance management system

Documentation required on goals and objectives, monitoring performance, analysis of progress

9.1.5 – Staff development in performance management

Reaccreditation

9.1 – the achievement of goals and objectives is monitored by the health department using a performance management system

Description/narrative of how measures are developed/selected, which measures are being tracked

Performance Management at the Connecticut Department of Public Health

Étienne Holder, MPH

July 26, 2017



Connecticut Department of Public Health
Keeping Connecticut Healthy



Objectives

1. Discuss the performance management framework used at CT DPH.
2. Overview of an exercise to assist in the construction of performance measures.
3. Example of how we use our management system to measure performance.

What is the RBA Framework?

Stated most simply:

It is a way to track and communicate the impact of your work.



2 Levels of Accountability



Results



Indicators

Population Accountability

About the well being of whole populations

- All people in our city
- All children in Montgomery City
- All Families in Southern California
- People in the Southeast USA



Programs



Perf Measures

Performance Accountability

About the well being of those that we are able to reach

- Program participants
- Visitors
- Service recipients



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An Important Distinction

- R** Results
- I** Indicators

**Population
Accountability**

Are we doing
the right
things?

- P** Programs
- PM** Perf Measures

**Performance
Accountability**

Are we doing
those things
right?



P Program

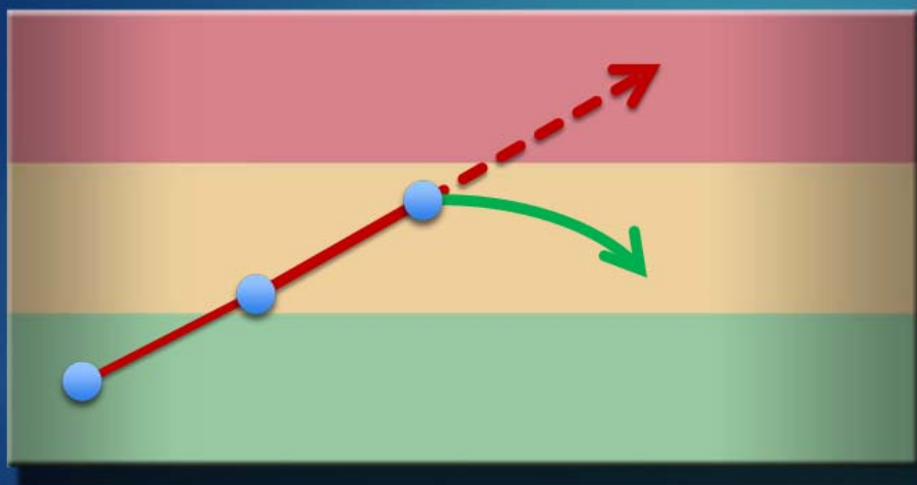


A program, agency, or service system responsible for helping reach the stated Results.



PM

Performance Measure



How much did we do?

How well did we do it?

Is anyone better off?

A measure of how well a program, agency, or service system is working.



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CT DPH Dashboard

Putting RBA into Practice

- To move DPH forward as a performance-based organization by:
 - Collecting and displaying indicators and program measures
 - Comparisons to standards and targets
 - Reports to staff, managers, and stakeholders
 - Conducting quality improvement projects when targets are not met
 - Demonstrating real, positive change

Why do this?

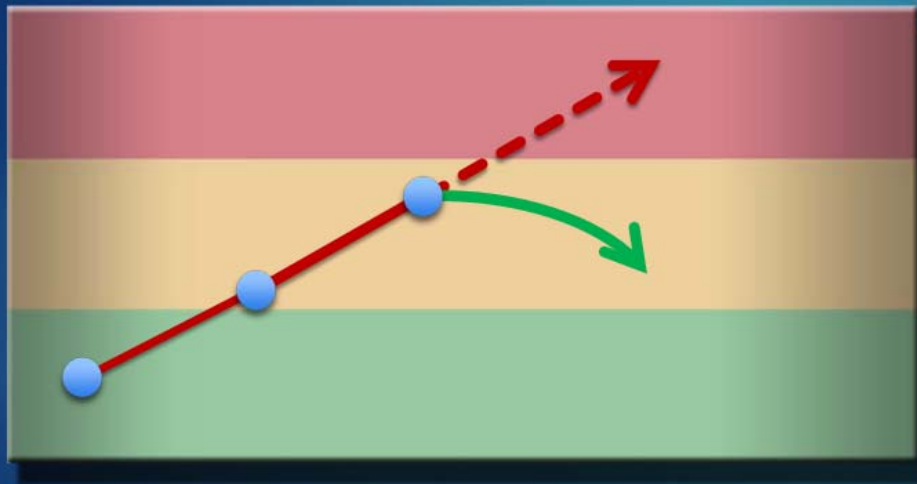
- It will help track in an organized way – where we shine and where we have opportunities to improve
- It will allow us to showcase our successes publicly
- It can decrease requests for data from the public and stakeholders
- It truly institutionalizes performance management in DPH
- Puts DPH performance data in one place
- Used as a tool to monitor program performance and the SHIP on an ongoing basis
- It helped us meet national accreditation standards

Alignment with our Values

- **Performance-based:** We learn from our past efforts and use measures and data to focus our future efforts.
- **Accountable:** We are responsive and transparent to the public in our actions and communications

PM

Performance Measure



How much did we do?

How well did we do it?

Is anyone better off?

A measure of how well a program, agency, or service system is working.



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Criteria for Choosing Indicators as Primary vs. Secondary Measures

Communication Power

Does the indicator communicate to a broad range of audiences?

Proxy Power

Does the indicator say something of central importance about the result?

Does the indicator bring along the data **HERD**?

Data Power

Quality data available on a timely basis.

Education

	Quantity	Quality
Effort	How much did we do? Number of students	How well did we do it? Student-teacher ratio
Effect	Is anyone better off?	
	Number of high school graduates	Percent of high school graduates

Drug/Alcohol Treatment Program

<p>How much did we do?</p> <p>Number of persons treated</p>	<p>How well did we do it?</p> <p>Unit cost of treatment</p>
<p>Is anyone better off?</p>	
<p><u>Number</u> of clients off alcohol/drugs</p>	<p><u>Percent</u> of clients off alcohol/drugs</p> <p>-at exit</p> <p>-12 months post-exit</p>

3 steps to developing constructive Performance Measures

- As part of our Dashboard training, participants complete worksheets and peer share
- **Step 1:** What We Do?
- **Step 2:** Who We Serve?
- **Step 3:** How Do We Impact?



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Performance

Performance Management

What We Do

We lead activities to move the department to be a performance-based organization through training on the dashboard, assisting with QI and Lean projects and collaboratives, and leading accreditation initiatives.

Who We Serve

For most activities we directly serve DPH staff. We do some training and lead quality improvement collaboratives with local health departments, community agencies and tribes. For the state health improvement planning process we work with statewide partners to implement the state health plan which serves the entire population of CT.

How We Impact

Dashboard - training, policy and procedure development and monitoring of use

Training - provide or coordinate and monitor training relative to performance management, quality improvement and leadership development

Quality Improvement Collaboratives/Teams/Lean Teams - contract with consultants or through our staff, lead local agencies and DPH teams through a process to improve the quality of work they deliver

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Injury

Sexual Violence Prevention Program

What We Do

Administer the contract that provides statewide sexual violence primary prevention campaign through The Alliance to End Sexual Violence and their 9 rape crisis centers. Engage men to be active, pro-social bystanders that challenge attitudes and behaviors that support sexual violence perpetration, through trainings and media campaigns. Administer the contract that provides 24 hour free and confidential hotline in English and Spanish, counseling, support groups, transportation and court accompaniment to all sexual assault victims and their families.

Who We Serve

Contractors (The Alliance to End Sexual Violence and their 9 rape crisis centers), sexual assault victims and family members, college age and adult males.

How We Impact

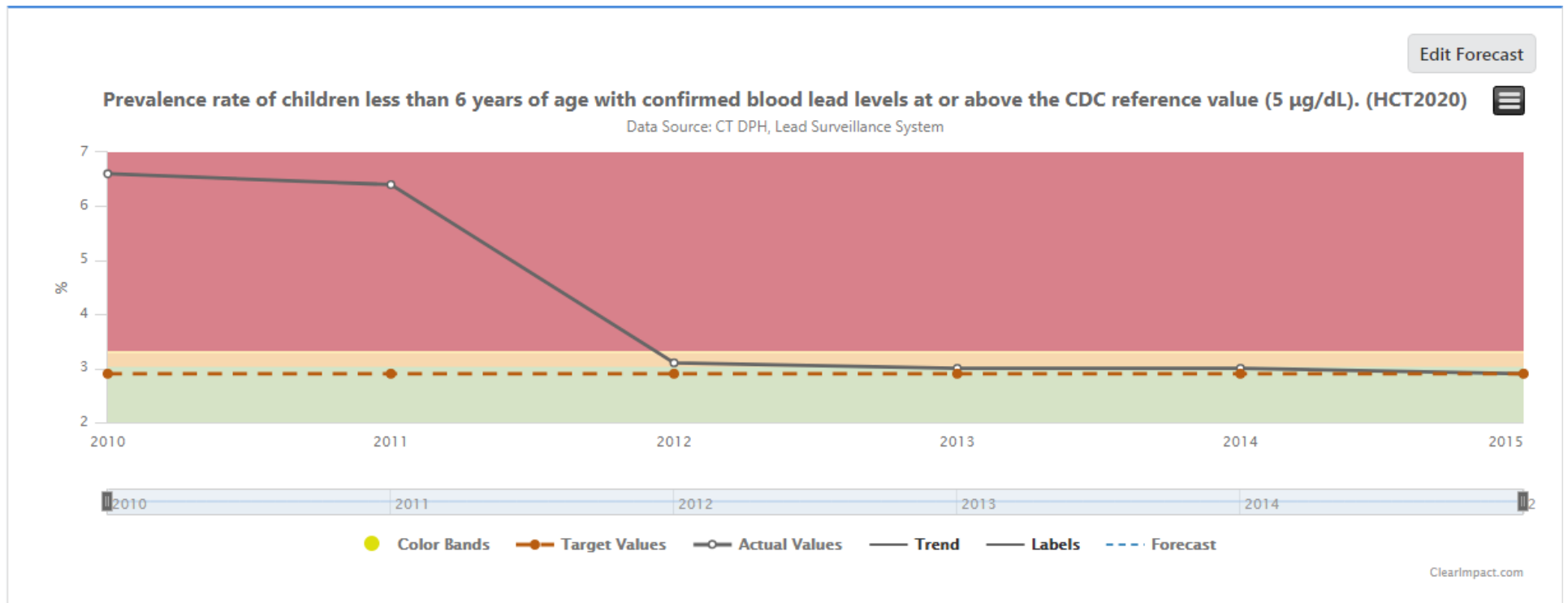
Administer contract, collect bi-annual reports, conduct performance management, develop and monitor databases to collect and track sexual violence data, oversee evaluation plan of prevention campaign, provide technical assistance and quality assurance to contractor.

Example performance measures based on this exercise

Performance Measures			Time Period	Actual Value	Target Value	Current Trend	Baseline %Change
PM	Performance	% of DPH programs with performance and targets in the dashboard	Q1 2015	27	90	→ 0	0% →
PM	Performance	% of programs using the dashboard as a management tool.	=	=	=	=	=
PM	Performance	% of staff trained in quality improvement within the last two years	=	=	=	=	=
PM	Performance	% of staff trained in leadership development within the last two years	=	=	=	=	=

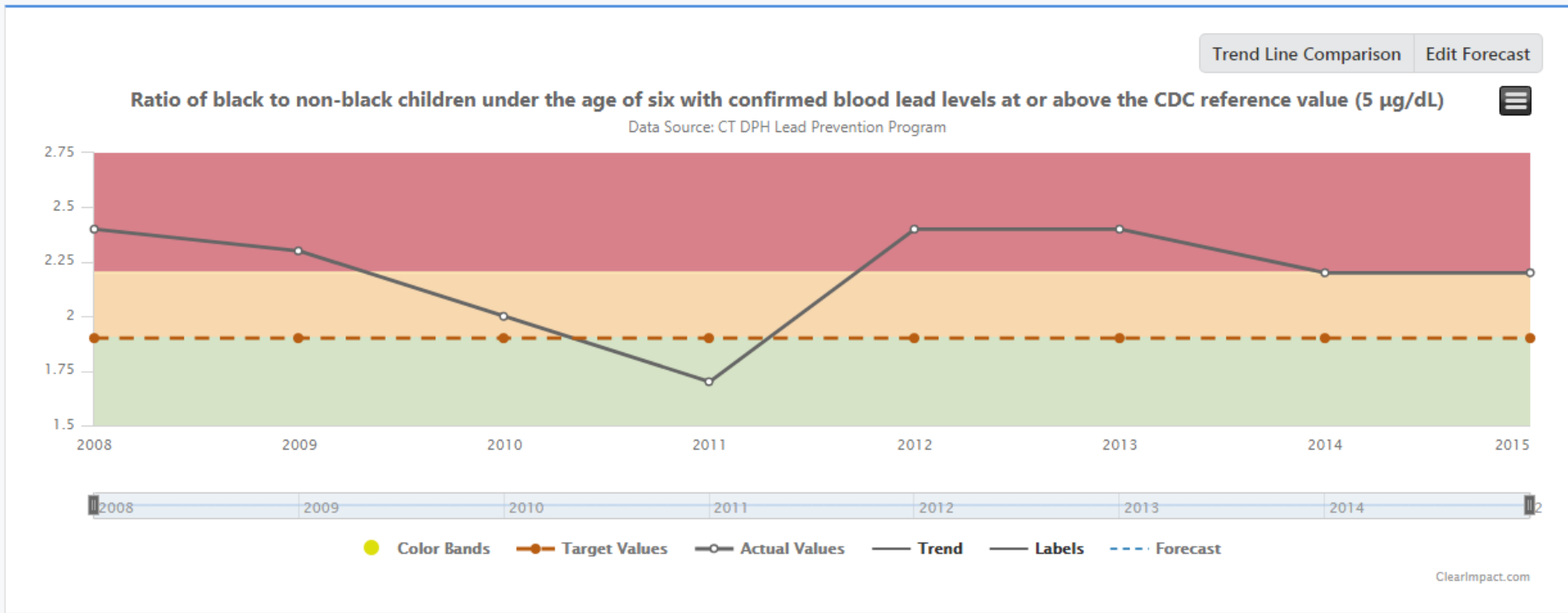
How do we use the Dashboards to measure performance?

- CT DPH Lead program example:



<http://www.ct.gov/dph/cwp/view.asp?a=3130&Q=554484&PM=1>

The Lead program disparity dashboard adds more to the story...



<http://www.ct.gov/dph/cwp/view.asp?a=3130&Q=554484&PM=1>

Questions?!

Please feel free to contact me:

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Check out our CT DPH Dashboards here:

www.ct.gov/dph/dashboard

