

## Program Development 2

### PD 2: Proportion of health department programs utilizing performance measures for continuous program improvement



**Why measure this?**

This indicator will help health department leaders to know how many of their programs are engaged in performance measurement efforts. This information can assure health department leadership that programs are being monitored and evaluated, demonstrate achievements, and the extent to which public resources have been wisely spent.<sup>1</sup>

Programs with performance targets and measures in place can:

1. Identify desired program accomplishments and measure their progress and successes
2. Monitor program performance overtime
3. Identify whether their program is achieving organizational and stakeholder expectations
4. Target areas for needed improvement and develop action plans to improve program performance overtime
5. Inform the budgeting process by identifying areas for resource allocation based on programmatic improvement needs or program performance

**Measurement specifications:** Number of health department programs utilizing performance measures divided by the total number of health department programs.

**Reporting Period:** Annually

#### PHAB Alignment

**9.1:** Use of performance management system to monitor achievement of organizational objectives

**9.1.3 A:** Use a process to determine and report on achievement of goals, objectives, and measures set by the performance management system

**9.2.1 A:** Establish a quality improvement program based on organizational policies and direction

This indicator contributes to the PHAB measures by providing health department leadership with an overall accounting of all programs currently engaged in performance measurement efforts.

<sup>1</sup> Wisconsin DHFS Simple Guide to Performance Measurement. Available at <http://www.dhs.wisconsin.gov/publications/P0/P00214.pdf>

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## Operational Definitions

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**Health department programs:** In the context of this indicator, health department programs may include a focus on: (1) prevention and health promotion (e.g., tobacco, HIV, nutrition, injury, physical activity, sexually transmitted disease counseling, diabetes, hypertension, violence, unintended pregnancy, childhood and adult immunizations, environmental epidemiology, newborn screening, and emergency preparedness); (2) clinical and diagnostic services (e.g., access to health care, screening for disease conditions, treatment for diseases, and laboratory services); and (3) surveillance (epidemiology). Health departments may also provide technical assistance, training, research and evaluation services for any and all of these program areas. Programs should have at least one staff person assigned and represent a discrete area of agency focus.

**Performance measures:** In order for a program to be included in the numerator it must have identified and set measures for the activities and services it provides. A performance measure is a quantifiable. The program therefore has complete accountability for accomplishment of its targets through gathering measurement data.<sup>2</sup> Program performance measures should be reviewed by organizational directors or administrators on an annual basis. An annual timeframe should be used to set and measure performance.

**Annually:** This indicator should be reported during a 12-month cycle (i.e., calendar year, fiscal year, etc.).

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**Possible data sources:** Unique to each program, but may include individual program's goals, activities, services, and measures for each of these; federal grant reporting; performance management IT application

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<sup>2</sup> LA Department of Health Services Public Health Report Card. Available at <http://publichealth.lacounty.gov/qj/docs/Report%20Card%20PH%202004%20Blank.pdf>