



# **Building a Performance Management System Using the Foundational Public Health Services Framework**

**March 12, 2025 | 3-4pm ET**

# Introductions and Housekeeping

## In the chat, please share:

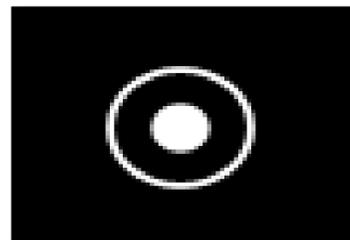
- Health Department
- In 2-3 words, describe your familiarity with the Foundational Public Health Services.



Closed Captioning  
is enabled.



Drop your comments  
into the chat.



Webinar is being  
recorded.



Drop your questions  
into the Q&A box.

# Today's Speaker

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Amanda McCarty, MS, MBA, MHA  
The Public Health Foundation

# Performance Management Utilizing a Foundational Public Health Services Framework



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# Performance Management System Basics - Review



Public Health Foundation

# Performance Management System

- **Performance Management:**  
Using performance information to help make better decisions.
- **Performance Management System:**  
Using performance information on a regular basis as part of a **continually repeated cycle of performance monitoring, analysis, and improvement**, in which measured results are fed back into decision making to improve future performance.

# PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



Source: From Silos to Systems: Using Performance Management to Improve Public Health Systems – prepared by the Public Health Foundation for the Performance Management National Excellence Collaborative, 2003.

Updated framework by the Public Health Foundation, 2013.

# 2

## Obtaining Feedback Through Performance Management

Meaningful Measures



Public Health Foundation

# Performance Management Simplified

1. Setting Expectations
2. Monitoring Progress
3. Providing Feedback

Scenario: A public health department is running a breastfeeding support program, but the breastfeeding rates among new mothers are lower than expected.

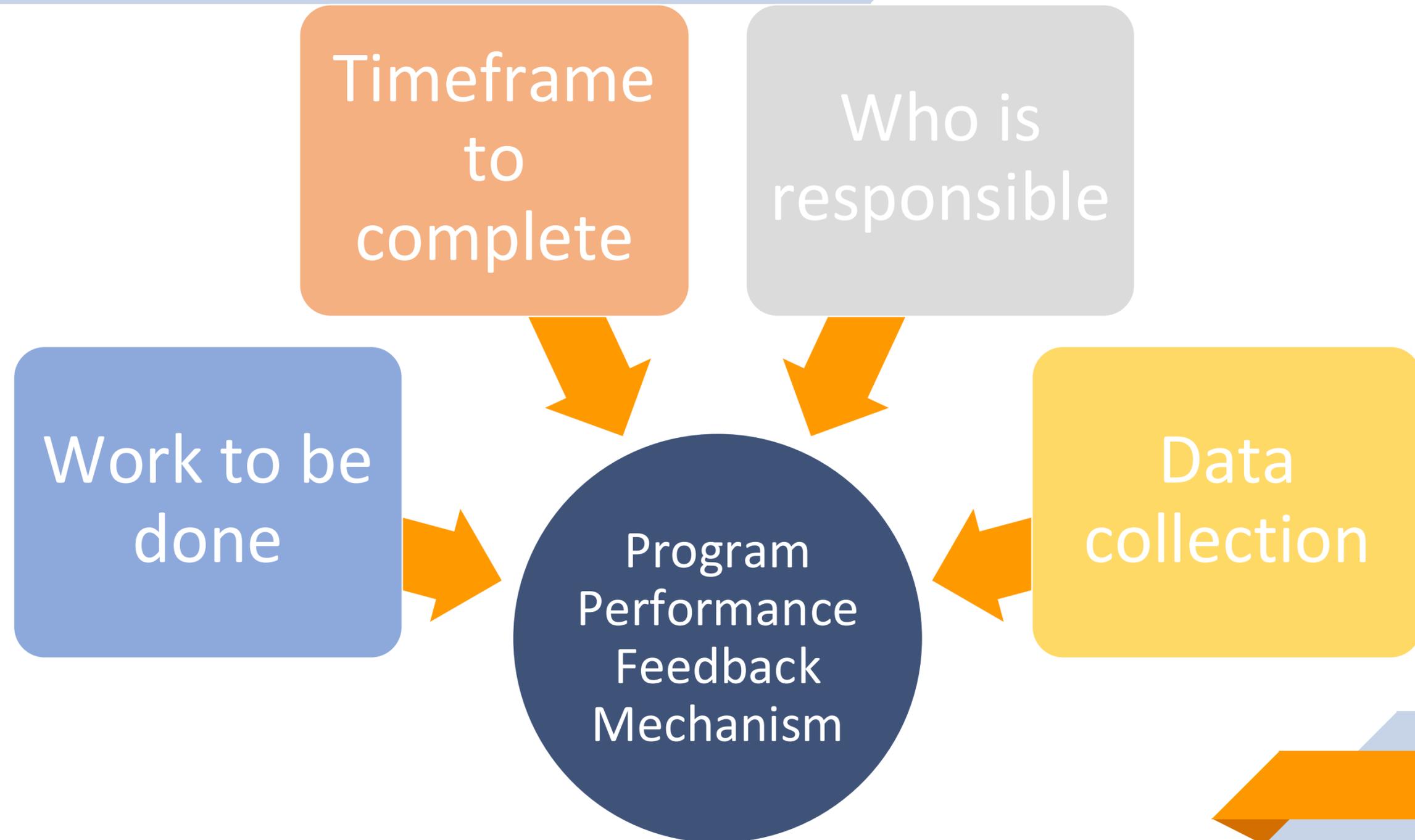
## Performance Management Steps:

1. **Setting Expectations:** The program sets clear goals, such as increasing the percentage of new mothers who initiate and continue breastfeeding for at least six months.
2. **Monitoring Progress:** Data on breastfeeding rates are collected through hospital records, surveys, and follow-up visits with new mothers.
3. **Providing Feedback:** Feedback is given during regular team meetings and individual coaching sessions for lactation consultants and health educators.

# PM as a Feedback Mechanism

- Establishing Understanding of PM: Ongoing process
- Components: Expectations, Monitoring, Feedback
- Feedback Loop: Constructive feedback on performance
- Types of Feedback: Positive & Constructive (focused on growth)
- Frequency
- Benefits – actionable suggestions

# What information goes into planning for the PM System?



# Measurement is key to demonstrating



**Impact**



**Value**



**Visibility**



**Business  
Case**

# Choosing High Power Measures



**Communication power:** Does the measure communicate to a broad range of audiences?



**Importance/proxy power:** Does the measure say something of central importance about the program?



**Data Power:** Is quality data available in a timely, consistent basis?

## Assessing each performance measure by asking the following types of questions:

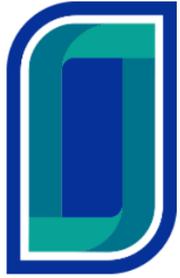
1. Is it meaningful?
2. Is it focused on customer needs and demands?
3. Is it accurate and are reliable data available?
4. Is it simple enough to be understood?
5. Is it cost effective to collect and report the data?
6. Can the data be compared over time?
7. Is the measure compatible with other performance measures?
8. Is the measure useful to others?

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# Utilizing Foundational Public Health Services

Performance Management  
Framework Options

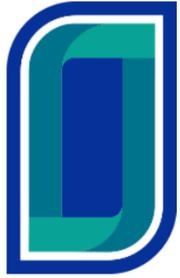




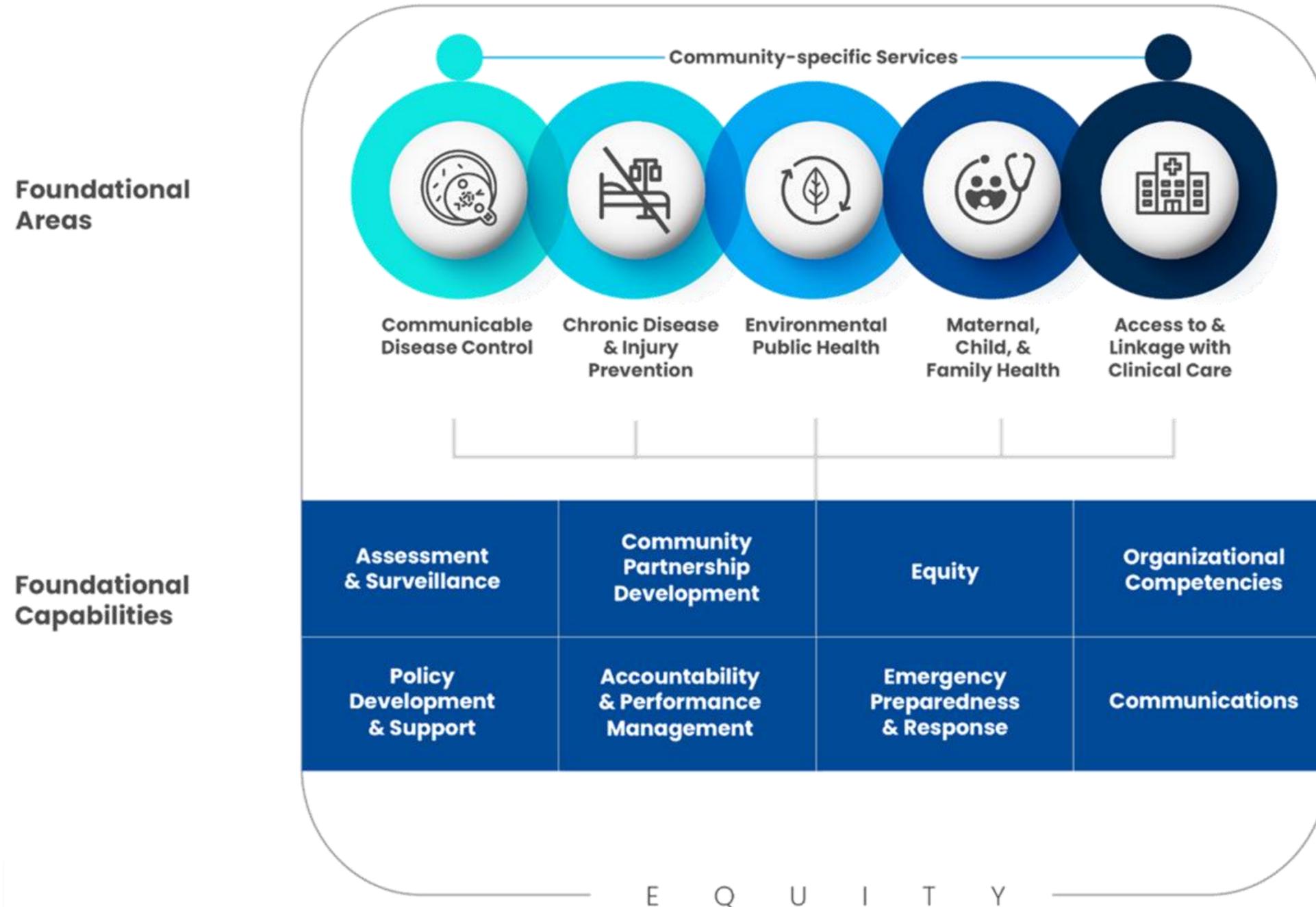
# What is FPHS?

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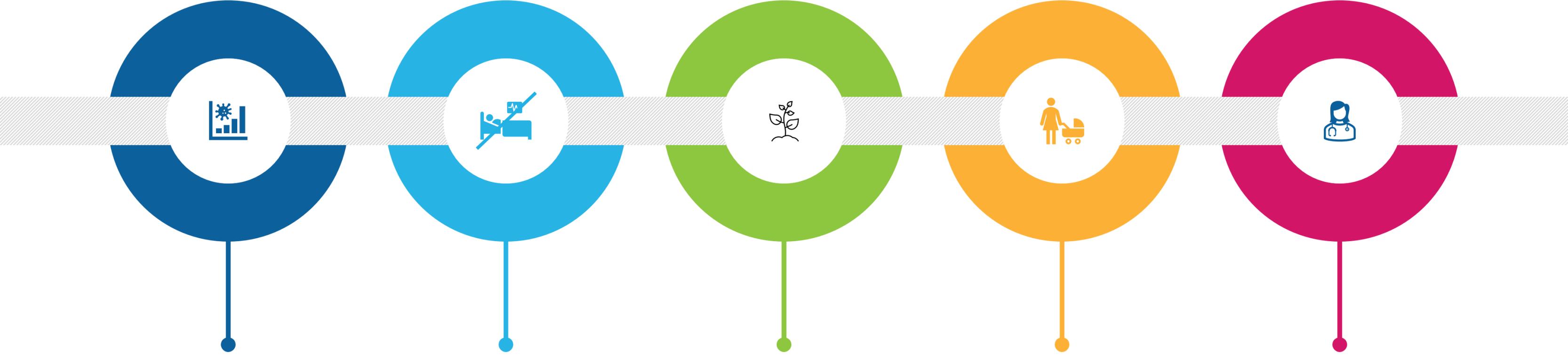
- A framework originally created in 2013 to define a minimum package of public health capabilities and programs
- Highlights unique responsibilities of the governmental public health
- Updated in 2022
  - Equity centered
  - Includes refined foundational areas and capabilities
  - Capabilities is the base of the framework
  - Community-specific services in foundational areas



# Foundational Public Health Services (FPHS)



# Foundational Areas



## Communicable Disease Control

- Information
- Data
- Lab
- Notification
- Investigation
- Coordination

## Chronic Disease & Injury Prevention

- Data
- Partners
- Programs
- Healthy eating, active living
- Tobacco control

## Environmental Public Health

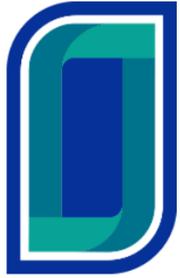
- Data
- Testing & inspections
- Air & Water & Food
- Hazards
- Community design

## MCH

- Information
- Evidence based interventions
- Screening
- Coordination
- Partners

## Access to & Linkage with Care

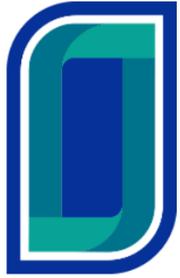
- Information for navigating the system
- Inspections
- Increase access
- Coordination



# Foundational Capabilities

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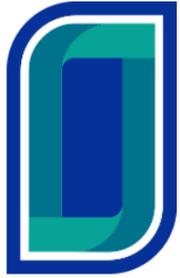
- Cross-cutting skills and capacities needed to support basic public health protections, programs, and activities
- Capabilities:
  - Accountability & Performance Management
  - Assessment & Surveillance
  - Community Partnership Development
  - Communications
  - Emergency Preparedness & Response
  - Equity
  - Organizational Competencies
  - Policy Development & Support



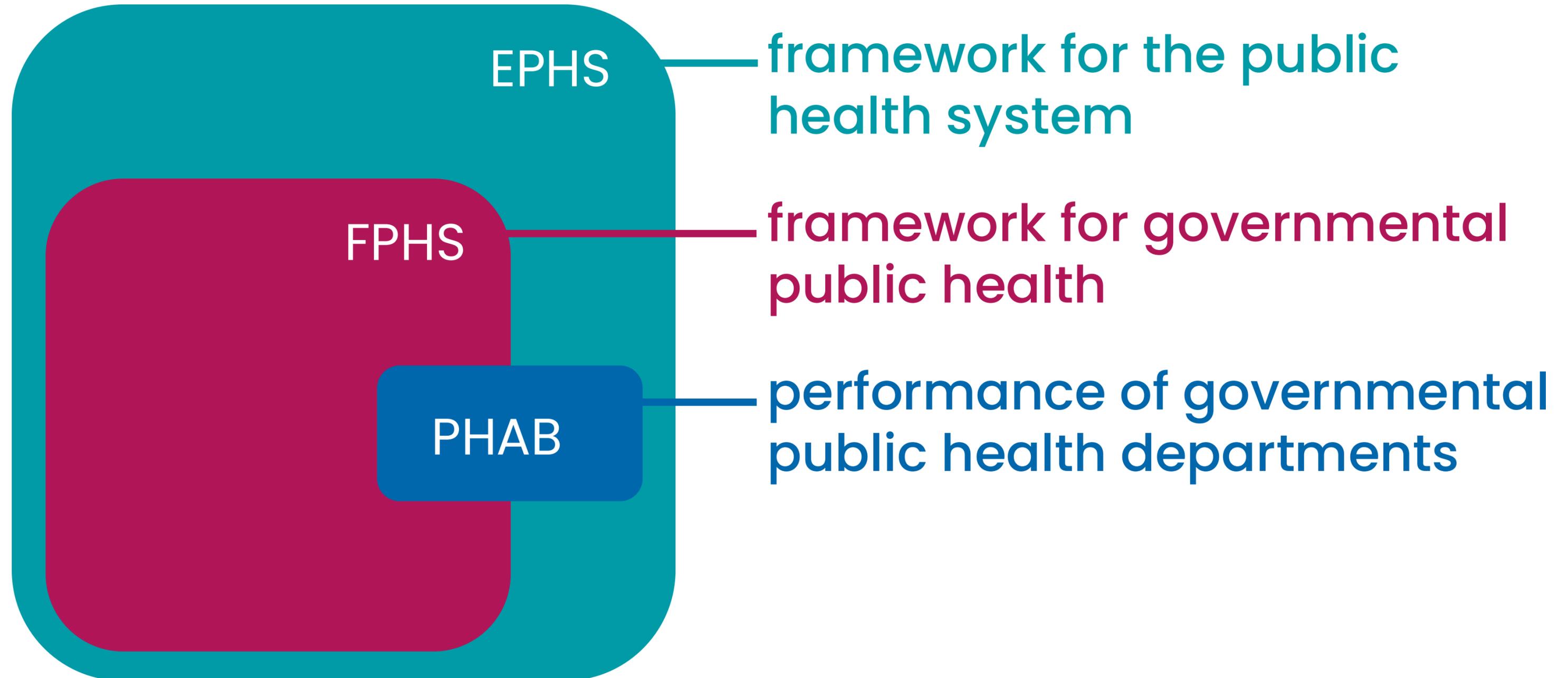
# Why FPHS?

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- Provide common language and narrative
- Pursue sustainable funding for public health infrastructure
- Set a foundation for what is needed everywhere for public health to function anywhere
- Protect and promote the health of populations
- Serve as a framework to guide transformation and modernization efforts
- Framework to collect information on capacity and cost
- Embedded in PHAB Standards and Measures



# Framework Connections



# Utilizing FPHS in PM

1. **Assessment:** Monitoring health status and investigating health problems.
2. **Policy Development:** Developing policies and plans that support individual and community health efforts.
3. **Assurance:** Ensuring that essential health services are available and accessible.

# Benefits

1. **Improve Public Health Outcomes:** Enhance the quality and impact of public health services.
2. **Increase Accountability:** Ensure transparency and accountability in public health operations.
3. **Enhance Data-Driven Decision Making:** Utilize data to inform public health strategies and interventions.

# Building a PM System Using FPHS

- Prioritize Unique Responsibilities
- Set Performance Standards
- Develop Performance Measures
- Collect & Analyze Data
- Report & Communicate Results
- Prioritize Improvement Areas
- Engage the Community
- Continuous Improvement

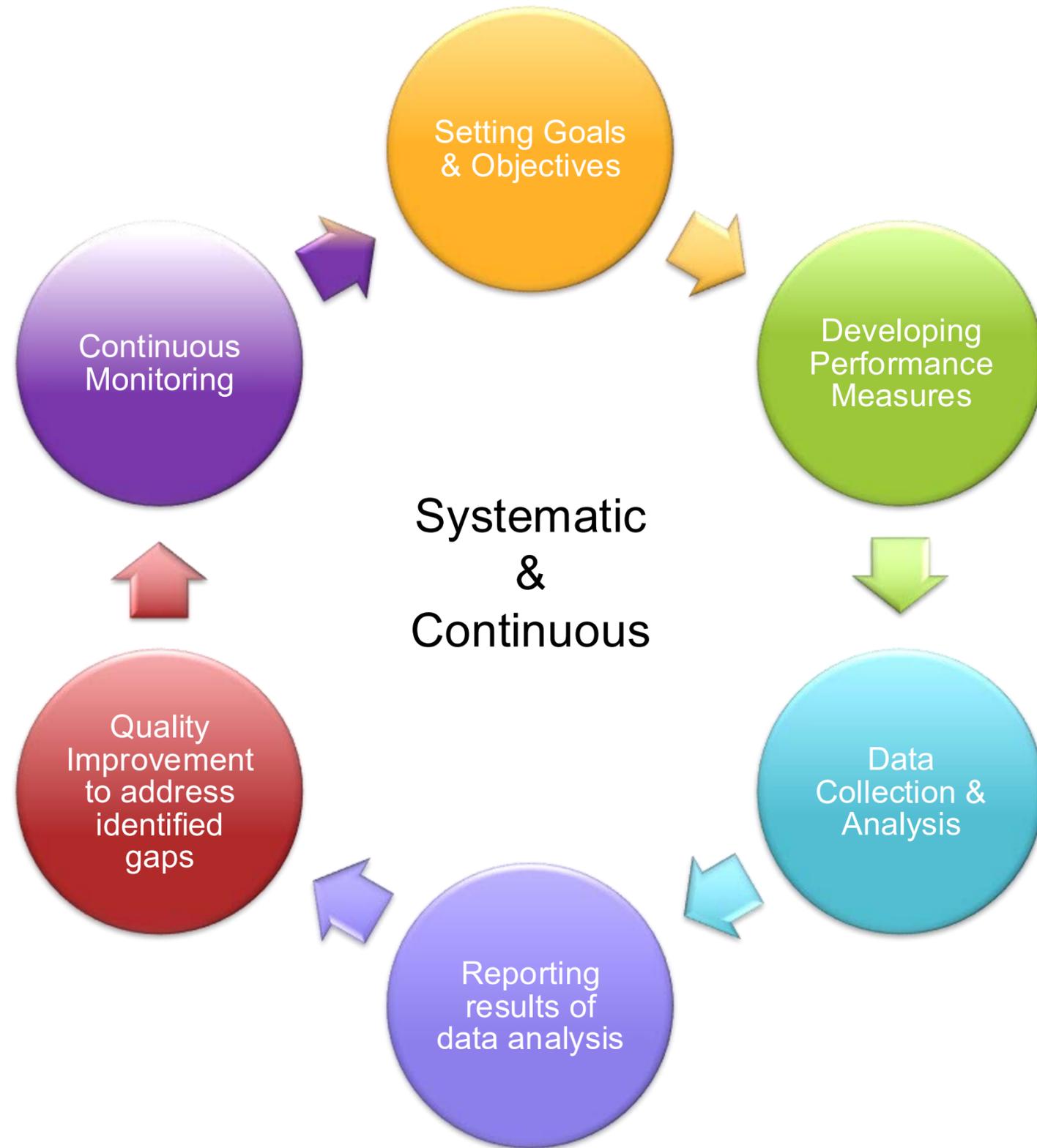
# Components of a PM System



- **Performance Standards:** Establish based on FPHS framework
- **Performance Measures:** to measure effectiveness, efficiency and impact of foundational public health services
- **Reporting of Progress:** Generate regular performance reports to track progress and identify areas of improvement
- **Quality Improvement:** Implement a continuous improvement process to address performance gaps and enhance public health services

# Evaluation & Monitoring

- Conduct regular evaluations to assess the effectiveness of the performance management system
- Monitor performance data continuously and make necessary adjustments to improve outcomes



Systematic  
&  
Continuous

Goal 1 Prevent the spread of communicable disease	1. Increase vaccination rates among children	<b>Metric 3:</b> # children receiving letter on reminder recall for 0-24 months <b>Metric 4:</b> # children receiving phone call reminder for 0-24 months <b>Metric 5:</b> # adolescents (11-13 yrs) receiving reminder postcard in Portage County
	2. Reduce the rate of Chlamydia & Gonorrhea in Portage County	<b>Metric 1:</b> % of reported sexually transmitted infections who have completed an interview with a Portage County staff member <b>Metric 2:</b> % of contacts of an STI successfully notified of exposure <b>Metric 3:</b> # facilities for condom distribution <b>Metric 4:</b> # condoms being distributed at facilities <b>Metric 5:</b> Rate of Chlamydia <b>Metric 6:</b> Rate of Gonorrhea
Goal 2 Prevent chronic disease and injury	<b>Objectives:</b>	
	1. Decrease overdoses and overdose fatalities	<b>Metric 1:</b> # total overdoses in Portage County <b>Metric 2:</b> # non-fatal overdoses in Portage County <b>Metric 3:</b> # narcan kits distributed in Portage County <b>Metric 4:</b> # fentanyl test strips distributed <b>Metric 5:</b> # trained on nasal narcan utilization
	2. Increase access to breast and cervical preventive screenings to increase health outcomes	<b>Metric 1:</b> % of those enrolled receiving a screening service
	3. Increase enrollment in Fit Families Program to improve health	<b>Metric 1:</b> # program enrollees <b>Metric 2:</b> % of enrollees who met goals
	4. Decrease suspensions and citations in middle and high school youth in the Stevens Point Area Public School District (SPAPSD)	<b>Metric 1:</b> % students referred who completed My Healthy Futures Online Tool <b>Metric 2:</b> # of suspensions <b>Metric 3:</b> # of citations
	5. Increase retailer compliance rates (not selling tobacco to anyone under age 21) through education and youth inspections	<b>Metric 1:</b> % retailers in compliance with inspections
Goal 3 Ensure safe food, air and water quality	<b>Objectives:</b>	
	1. Ensure timely inspections of licensed facilities to protect human health	<b>Metric 1:</b> % routine inspections for licensed facilities
	2. Ensure safe drinking water	<b>Metric 1:</b> % TN facilities with collected water samples <b>Metric 2:</b> % TN with annual well inspections
	3. Promote and educate radon testing in homes	<b>Metric 1:</b> # of radon test kits distributed
Goal 4 Support maternal and child health	<b>Objectives:</b>	
	Increase referrals for appropriate services	<b>Metric 1:</b> # referrals to Pre-Natal Care Coordination Program <b>Metric 2:</b> # referrals to Safe Sleep Program <b>Metric 3:</b> # referrals upon discharge from PNCC to Home Visitation Programs <b>Metric 4:</b> % of referrals with referral loop closed
Goal 5 Improve access to clinical care services	Enhance community partnerships and collaboration to improve breast feeding rates/duration	<b>Metric 1:</b> # events Portage County Breast Feeding Coalition hosted <b>Metric 2:</b> # breast pumps distributed <b>Metric 3:</b> # participants in Breast Feeding Resource Assistance Program <b>Metric 4:</b> Reach rates on social media posts
	<b>Objectives:</b>	
Goal 5 Improve access to clinical care services	Provide services for uninsured or underinsured	<b>Metric 1:</b> # recipients receiving medication assistance <b>Metric 2:</b> Service utilization across programs? Total # of referrals made for those with limited insurance or the programs that made the referral? <b>Metric 3:</b> # Referrals to Badger Care (or Well Woman Medicaid)
	Provide patient navigation and referrals	<b>Metric 1:</b> # clients referred to Portage County HD <b>Metric 2:</b> % of those referred who received in-house services <b>Metric 3:</b> # clients requiring translation services to provide care

## Example FPHS Performance Management Summary

Goal	Objective	Metrics:
Goal 1 Prevent the spread of communicable disease	1. Increase rate of children meeting immunization needs for school-entry	<b>Metric 1:</b> % of children who meet legal obligation related to immunization for school-entry requirements
	2. Reduce the rate of STI's in Gadsden County	<b>Metric 1:</b> % of reported sexually transmitted infections who have completed an interview with a Gadsden County staff member <b>Metric 2:</b> % of contacts of an STI successfully notified of exposure <b>Metric 3:</b> Rate of Syphilis
	3. Reduce the spread of TB through treatment compliance	<b>Metric 1:</b> # TB cases <b>Metric 2:</b> % TB cases with treatment compliance
Goal 2 Prevent chronic disease and injury	<b>Objectives:</b>	
	1. Ensure healthy communities by promoting healthy behaviors, diet & nutrition among youth	<b>Metric 1:</b> # unique participants <b>Metric 2:</b> % youth participants with increased knowledge after class participation <b>Metric 3:</b> # Head Start Partners <b>Metric 4:</b> # GO NAPSACC utilizers
	2. HELPS to decrease non-emergent calls related to Diabetes Care	<b>Metric 1:</b> # clients referred to HELPS <b>Metric 2:</b> % clients participating in assessment <b>Metric 3:</b> % clients accepting resource referral
Goal 3 Ensure safe food, air and water quality	<b>Objectives:</b>	
	1. Ensure timely inspections of licensed facilities to protect human health	<b>Metric 1:</b> % of inspections completed on time
	2. Ensure safe drinking water through consistent submission of water samples	<b>Metric 1:</b> % compliance with limited-use wells water sample submissions
	3. Outreach and education to support the prevention of rabies	<b>Metric 1:</b> # bite reports investigated <b>Metric 2:</b> % bite reports with rabies treatment advised
Goal 4 Support maternal and child health	<b>Objectives:</b>	
	Increase the health of women and babies within our community and meet the goals of Florida Healthy Babies	<b>Metric 1:</b> # referrals to programs? <b>Metric 2:</b> infant mortality rate <b>Metric 3:</b> maternal mortality rate <b>Metric 4:</b> % of referrals with referral loop closed
	Provide basic and comprehensive school-based health services to Gadsden County public schools	<b>Metric 1:</b> # students receiving screening services <b>Metric 2:</b> # screenings completed <b>Metric 3:</b> % students with a referral where referral loop is closed <b>Metric 4:</b> % students in compliance with immunizations
Goal 5 Improve access to clinical care services	<b>Objectives:</b>	
	Increase patient volume through increased community awareness & utilization of clinic services beyond Women's Health	<b>Metric 1:</b> # patient visits <b>Metric 2:</b> # unique patients <b>Metric 3:</b> # events that clinic participates in through mobile units
	Identify/Expand referral sources through customer feedback	<b>Metric 1:</b> # customer feedback responses received <b>Metric 2:</b> # identified referral sources <b>Metric 3:</b> # payers accepted as covered or in-network



Join at [menti.com](https://menti.com) | use code 6980 3350

# Performance Management Planning using the Foundational Public Health Services

Please join the Menti using the QR-code or code on the top of the screen



How do we work to prevent the spread of communicable disease? What does this look like in your health department?

0 responses

If we were to group this work, what are some key objectives or milestones that we would need to achieve to prevent the spread of communicable disease?

0 responses

# What are specific activities related to this work that would be meaningful to measure?

0 responses





Join at [menti.com](https://menti.com) | use code **6980 3350**

Open Mentimote   

How do we work (the work being done by your Health Department) to prevent chronic disease and injury?

0 responses





Join at [menti.com](https://menti.com) | use code **6980 3350**

Open Mentimote   

If we were to group this work, what are some key objectives or milestones to ensure that we are preventing chronic disease and injury?

0 responses



# What are specific activities related to this work that would be meaningful to measure?

0 responses

# What does the work look like for us to ensure safe food, air, and water quality?

0 responses



If we were to group this work based on common themes, what are some key objectives that could be considered related to safe air, food, water quality

0 responses

What are specific activities related to this work that would be meaningful to measure?

0 responses





# Save the Date

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## Webinar #2

### Best Practices and Insights for Designing Effective Performance Management Systems in Public Health

March 26, 2025 3-4pm ET



# Evaluation



<https://bit.ly/4iseZyj>

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Questions: [performanceimprovement@astho.org](mailto:performanceimprovement@astho.org)

