North Dakota Department of Health

Strategic Performance Measurement Procedures

Purpose: to effectively measure and monitor the performance and quality of the department’s processes, programs, interventions and other activities to achieve identified strategic goals and objectives. Measuring allows the department to track results as well as identify opportunities for improvement.

Performance Measurement is simply defined as the regular collection and reporting of data to track work produced and results achieved.

The VMSG dashboard is the electronic database that is used to organize, manage and monitor the department’s strategic plan performance.

Develop Measures:

- Each section will identify 1-3 key results or health outcome measures (indicators) of what your section is working to accomplish that will impact relevant objectives in the short-term (1-3 years); ultimately impacting the strategic goal.
  - Outcome measures are preferred over process or input measures.
  - Outcome measures shall indicate the results or outcomes of the strategy, activity or service implemented. If the department is not doing anything to impact the outcome, we should not be measuring it.

Measure Criteria:

- Based on department’s mission, strategic goals and objectives.
- Select measures in which data is available and can be reported on at least annually; quarterly is preferred.
- Select measures that are meaningful and understandable (important to and understood by general public, policy makers and stakeholders).
- Determine data source.
- Determine data frequency.
- Identify a baseline measure (what is the current data point) and a target (data point to achieve).

Measure Selection:

- Complete measure proposal form for new measures or a change in measures and submit to State Epidemiologist for approval.
- State Epidemiologist will meet with individuals proposing measures to provide technical assistance in data selection and clarification.
- State Epidemiologist will present the measure proposals to Performance Management Steering Committee for acceptance and inclusion in VMSG dashboard.
- Once approved, assigned VMSG data coordinator will receive notification and enter measure information into dashboard. (See VMSG procedures)
- Measures will be reviewed for continual appropriateness and relevance in April of each year in preparation of the annual progress report.
Report Progress:
- Measure status and progress will be reviewed periodically during monthly leadership team meetings. Section chief is responsible for preparing and providing report during assigned leadership team meeting. Sections will report at least two times a year.
- State Epidemiologist will prepare a strategic plan progress report annually in April to prepare budget, identify legislative priorities and for strategic planning.

Analyze Results and Identify Opportunities for Improvement:
- Measures that are not meeting target are examined during leadership team meetings.
- The decision to continue monitoring, change target or measure, or conduct quality improvement is made.
- QI Council will facilitate process for implementing QI.
Guidelines:

Determine result or health outcome measures when possible (results in 1-3 years), rather than process outcomes.

Example distinguishing between process, results and health outcomes.

A suggestion is to ask “so that” to determine what the result and outcome of an activity or strategy. You distribute awareness materials “so that” parents bring their child in for needed vaccinations “so that” disease outbreaks are prevented.

Examples of outcome measures that align with NDDoH strategic plan objectives:

Objective: Prevent and Reduce Tobacco Use and Support Other Substance Abuse Prevention

Measure: Percentage of women who gave birth in the past year and reported smoking tobacco during pregnancy.

Measure: Percentage of employed adults whose workplace has an official policy that bans smoking.

Objective: Reduce Infectious and Toxic Disease Rates
Measure: Incidence rates of selected STDs.

Objective: Prevent and Reduce Intentional and Unintentional Injury

Measure: Incidence rate of sexual assault reported by females.

Provide proposed data information in the table below and submit to the State Epidemiologist for review and approval:

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<th>Goal</th>
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<td>Performance Measure</td>
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<td>Baseline Data</td>
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