Creating a Culture of Quality Improvement

State health agencies (SHAs) are working toward creating a culture of continuous quality improvement and performance management to improve internal functions and external services.

As of 2016:
- 94% of SHAs have completed a state health assessment.
- 94% of SHAs have developed or participated in developing a state health improvement plan.

How State Health Agencies are Creating a Culture of Continuous Improvement

- SHAs are working to improve internal functions and external services.
- SHAs have developed or participated in developing state health improvement plans.

State Health Assessment

As of 2016:
- 90% of SHAs had a formal performance management plan.

State Health Agencies' Strategic Plans

- 96% of SHAs have developed an agency-wide strategic plan.

Quality Improvement, Data Management, and Partnerships

The percentage of SHAs with a formal performance management plan—which includes a roadmap to help SHAs meet an established performance goal—has steadily increased over time.

In 2016:
- 90% of SHAs had a formal performance management plan.

Using Electronic Data Collection and Exchange to Improve Health

State health agencies are committed to performance and quality improvement initiatives and are adapting to new technologies through electronic data collection and exchange.

Electronic Data for Meaningful Use

- SHAs are increasing their use of electronic data collection and exchange for health improvement.

In 2016:
- Electronic data was most often collected within a statewide electronic system (90%), and 20% of SHAs collected data through a health information exchange (HIE).

In 2016:
- 100% of reportable laboratory results were collected electronically.
- 96% of SHAs collected immunization registries.
- 94% of SHAs collected public health registries (e.g., cancer registries).

State Health Agencies also Participate in the Public Health Accreditation Board’s (PHAB) Voluntary Accreditation Program

- More than half of SHAs are now accredited through PHAB, as of September 2015.

In 2016:
- Accredited states and those pursuing accreditation experienced several benefits and reported that the process:
  - Stimulated quality and performance improvement opportunities.
  - Stimulated greater collaboration across departments or units within the agency.
  - Strengthened the agency’s culture of quality improvement.

- More than half of SHAs are now accredited through PHAB, as of September 2015.

Added Value of Accreditation

- Accredited states and those pursuing accreditation experienced several benefits and reported that the process:
  - Stimulated quality and performance improvement opportunities.
  - Stimulated greater collaboration across departments or units within the agency.
  - Strengthened the agency’s culture of quality improvement.

- More than half of SHAs are now accredited through PHAB, as of September 2015.

- 56% of SHAs are now accredited through PHAB, as of September 2015.

Accreditation

- SHAs are also sharing data with multiple partners.