



# National Public Health Performance Standards

## Frequently Asked Questions for Version 3 NPHPS State Score Sheet and Report Spreadsheets

### **Where can I find the National Public Health Performance Standards (NPHPS) Version 3 materials?**

The State Public Health System Performance Assessment Materials are hosted by [ASTHO](http://www.astho.org).

### **How is the Version 3 reporting process different from previous versions?**

Health departments using Version 3 won't be required to login to an online reporting system to submit their assessment scores and access their report. Version 3 users must input their scores in a downloadable score sheet and report spreadsheet. The spreadsheet consists of a score sheet section for data entry and a report section. Once the scores are entered into the spreadsheet, results will automatically populate within the report section. Sites can print the report directly from the excel spreadsheet. To download the state spreadsheet, visit <http://www.astho.org/National-Public-Health-Performance-Standards/NPHPS-Score-Sheet-and-Report-Version-3-0/Form>.

### **What information will I get from my state report?**

The report includes charts, graphs, and scores that are intended to provide sites with an understanding of their performance and next steps in strengthening their public health systems. The data collected during the assessment establishes a foundation upon which you may set priorities for performance improvement and identify specific quality improvement (QI) projects to support your priorities. Health departments and their public health system partners can use the report as a working tool to:

- Better understand current system functioning and performance;
- Identify and prioritize areas of strengths, weaknesses, and opportunities for improvement;
- Articulate the value that quality improvement initiatives will bring to the public health system;
- Develop an initial work plan with specific quality improvement strategies to achieve goals;
- Begin taking action for achieving performance and quality improvement in one or more targeted areas; and
- Re-assess the progress of improvement efforts at regular intervals.

The report is designed to facilitate communication and sharing among and within programs, partners, and organizations, based on a common understanding of how a high performing and effective public health system can operate. This shared frame of reference will help build commitment and focus for setting priorities and improving public health system performance. Outcomes for performance include delivery of all ten Essential Public Health Services at optimal levels.

### **How are my scores for the Essential Services and Model Standards calculated?**

The NPHPS assessment instruments are constructed using the ten Essential Services as a framework. Each Essential Service includes between 2-4 Model Standards that describe the key aspects of an optimally performing public health system. Each Model Standard is followed by assessment questions that serve as measures of performance. Responses to these questions indicate how well the Model Standard - which portrays the highest level of performance or "gold standard" - is being met. Using the responses to all of the assessment questions, a scoring process generates score for each Model Standard, Essential Service, and one overall assessment score.

### **Are there data limitations to NPHPS assessments?**

Yes. There are a number of limitations to the NPHPS assessment data due to self-report, wide variations in the breadth and knowledge of participants, the variety of assessment methods used, and differences in interpretation of assessment questions.

Data and resultant information should not be interpreted to reflect the capacity or performance of any single agency or organization within the public health system or used for comparisons between jurisdictions or organizations.

Use of NPHPS-generated data and associated recommendations are limited to guiding an overall public health infrastructure and performance improvement process for the public health system as determined by organizations involved in the assessment.

### **Are the Priority of Model Standards Questionnaire and the Agency Contribution Questionnaire required?**

No, the Priority of Model Standards Questionnaire and the Agency Contribution questionnaire are not required. The Priority Questionnaire asks about the priority of addressing each model standard, while the Agency Contribution Questionnaire asks about the public health agency contribution to each model standard. Sites that submitted responses for the optional questionnaires will see the results included as additional components of their report.

### **Do I need a user ID and password to access a Version 3 score sheet and report spreadsheet?**

No. Unlike Version 2, you do not need a user ID or password to access the Version 3 score sheet and report spreadsheet. Visit <http://www.astho.org/National-Public-Health-Performance-Standards/NPHPS-Score-Sheet-and-Report-Version-3-0/Form> and complete the Score Sheet and Report Download Form to download the Excel spreadsheet.

### **What information will I need to complete the Score Sheet and Report Download Form?**

The following fields are required: name of health department, type of organization, i.e., state health department, tribal health department, or other, city and state of the health department. In addition you must provide the name, email and phone number of the main contact for NPHPS assessment.

### **How do I enter data once I have downloaded score sheet and report spreadsheet?**

Once you have downloaded and saved the spreadsheet to your computer, you will be able to input qualitative and quantitative data from your assessment. For the Performance Scores, Priority Rating Scores (optional questionnaire), and Agency Contribution Scores (optional questionnaire), select a response from a drop down menu. For the Summary Notes, input qualitative data directly into the spreadsheet cells. Click on the link below for the spreadsheet instructions:

- **Spreadsheet instructions:** <http://www.astho.org/Programs/Accreditation-and-Performance/National-Public-Health-Performance-Standards/NPHPS-Scoresheet-and-Report/Version-3/Instructions>

### **Do I need to enter data all at once?**

No. You can enter the data all at once or enter data as you complete corresponding portions of the assessment. Sites are advised to frequently click 'save' as they enter their responses into the spreadsheet to ensure their work is stored on in the spreadsheet.

### **How long does it take to enter assessment data?**

The time needed for data entry varies by jurisdiction and assessment instrument. Depending on the amount of qualitative and quantitative data, the data input can require 1-2 hours.

### **Why are there blank graphs and tables in the report tab?**

Report tables and graphs will be blank until responses are entered in the score sheet tabs. Once the responses are entered, results will automatically populate within the report sections.

### **Can I change the format of cells within the score sheet and report spreadsheets?**

No. Sites cannot change the format, layout, or content of the spreadsheets. The spreadsheets have been formatted by PHF and CDC to optimize usability among all health departments.

### **How do I generate a report?**

Once all the assessment data has been entered in the score sheets, sites can then generate their report by printing or saving the *Report* tab. Click on the links below for the spreadsheet instructions:

- **Spreadsheet instructions:** <http://www.astho.org/Programs/Accreditation-and-Performance/National-Public-Health-Performance-Standards/NPHPS-Scoresheet-and-Report/Version-3/Instructions>

### **Who do I contact for technical assistance resources?**

For additional information on the Version 3 assessment, contact Denise Pavletic at [dpavletic@astho.org](mailto:dpavletic@astho.org).

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