

# Performance Management

Gallia, Hocking, Jackson, Lawrence, Meigs, Perry, Pike, Scioto, Ross, and Vinton Counties and Portsmouth City Health Departments

## Performance Management Training

This was a collaborative effort of the health departments listed below. Each health department received both in person training and technical assistance from the OSU College of Public Health Center for Public Health Practice. Each Health Department received 8 hours of (group) training and 6 hours of individual technical assistance.

## Why Was it Selected?

- Performance Management was near or at the top of each health departments list of most difficult of the Accreditation prerequisites to fill.
- None of the health departments in the group had attempted to do Performance Management in the past.
  - None of the health departments had staff that were trained to do Performance Management.
  - No matter where each health department was in the Accreditation process, all agreed that Performance Management was the greatest universal need.

## What We Did

- In person training was provided in Athens August 9<sup>th</sup> & 10<sup>th</sup> .
- Groups of 3 – 4 team members attended the in-person trainings.
  - Each Health Department received 8 hours of technical assistance from either Chad Brown, Anne Goon, or Emily Franz.

## What We Made

- Most health departments came away with at least a basic knowledge of what Performance Management is and how it can be used to improve health department programs and/or services.
- Persons trained in the in-person sessions were able to take the lessons learned back to their respective health departments and train the rest of the staff.
  - Each health department developed Performance Management teams.
  - Teams were able to develop key measures, goals, and targets to measure performance.
  - Most of the health departments were able to present a Performance Management plan to their respective Boards for approval and implementation.

## Lessons Learned

- At first Performance Management was overwhelming, but working through the process brought understanding of how and why it is done.
- Performance Management has allowed us to gauge areas of opportunity as well as identify strengths.
- The biggest challenge identified for the group (all health departments) was the technical assistance. Communication was a big issue. Not all health departments were able to utilize their 8 hours of technical assistance.
- Each health department plans to continue to build on the training received to continually improve their Performance Management system.

## Project Participants

Gallia, Hocking, Jackson, Lawrence, Meigs, Perry, Pike, Scioto, Ross, and Vinton Counties and Portsmouth City Health Departments