

Improving Performance Management Systems in Northeast Ohio Health Departments

August 2017-November 2017

What was the Project?

On behalf of Northeast Ohio's local health departments, Lake County General Health District applied for and received performance management training at a setting local to the region. Health Departments were afforded the opportunity to send teams of up to four staff members to a two-day training offered on both August 2-3, 2017 and August 16-17, 2017. An additional opportunity for health departments seeking advanced technical assistance was offered on November 9, 2017. All trainings took place at The NEW Center at Northeast Ohio Medical University in Rootstown.

Why was this Project Selected?

Local Health Commissioners were informally surveyed regarding their organization's training needs in relation to public health accreditation requirements. The *Performance Management Systems for Public Health Agencies* workshop was selected for implementation for several reasons.

- The course addresses PHAB Standards 9.1 (version 1.5).
- Performance management systems are integral to assessing servicing delivery and progress toward identified health department goals.
- Training staff teams would increase likelihood of project longevity.
- A regional training location would decrease travel time and associated expenses.

Who Received Training?

- Representatives from **19** local health departments were in attendance.
- Over **50** public health professionals attended a *Performance Management Systems for Public Health Agencies* workshop.
- **18** participants took advantage of the advanced technical assistance opportunity.

How Did Health Departments Improve Their Performance Management Systems?

"We did not have a performance management system in place. This not only helped us with our quality indicators, but also helped us write our Performance Management/Quality Improvement Plan. Our Community Health Division has found that Chlamydia is our leading communicable disease and we are now educating the community.

In July, 2018, there were **ZERO** adolescent cases of chlamydia."

-Alanna Stainbrook, Salem City Health District

"We made **THREE** specific changes as a result of the training.

1. We expanded our PM Team. After attending the training we realized that we need to expand the team to include all levels of staff.
2. We also began to track and monitor some additional performance measures within the PM dashboard and by doing this step we realized the PM dashboard we are utilizing has some major limitations.
3. The HD began looking into dashboards that would better meet the needs of the HD."

-Kelly Potkay, Stark County Health Department

What Lessons were Learned?

"A PMS system is only as good as the information fed into it, the purpose/intent of that information toward goals, and the management of how that tracked performance toward those goals is being deliberately followed through on. Staff/management need to see the value in tracking, choose information to track that is relevant toward accomplishment of their goals, and purposefully review that tracked information and respond with changes in practices as necessary to get back on track when needed. What matters is what matters."

-Kevin Watson, Portage County Health District



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