

# Performance Management Plan Development

Shelby City Health Department

April – August 2019

## What's the Project?

This project provided support to develop a performance management system and implementation plan. Technical assistance was provided by Anne Goon through in-person training with SCHD staff and one-on-one support with the Accreditation Coordinator.

## Why Was it Selected?

SCHD staff identified performance management as one of the more challenging requirements for accreditation. Like many small agencies, existing performance management efforts were informal and sporadic. As the agency prepared for accreditation, it became clear that a more formal and intentional approach was needed. The performance management system also needed to be realistic and achievable given the agency's staffing limitations. Because formal performance management was new to SCHD staff, outside technical assistance was extremely helpful in fulfilling this requirement.

## What We Did

SCHD staff completed several activities as part of this project:

- Participated in performance management training provided by Anne Goon, OSU Consultant on May 24, 2018.
- Completed a performance management system self assessment.
- Develop a combined performance management and quality improvement plan.
- Created a performance management monitoring plan to track implementation.

## What We Made

This project culminated with the completion of these documents:

- Shelby City Health Department Performance Management and Quality Improvement Plan (adopted August 13, 2018)
- Shelby City Health Department Performance Monitoring Plan

## Lessons Learned

Through this project, SCHD staff identified several key lessons learned:

- Keep it simple. Performance management doesn't have to be overwhelming. Plans are not one-size fits all. You know your agency better than anyone else. Don't follow a template just to check off boxes if that isn't feasible.
- Start where you are and be realistic. A functional plan that works for your agency is better than a complicated document that won't actually be implemented.
- Think outside the box. Don't be afraid of creative solutions to meet the requirements. For SCHD, that including combining performance management and quality improvement into one streamlined plan.

## Project Outcomes

SCHD's performance management framework

