



Public Health Quality Improvement
exchange



Raising the Bar with a New Performance Management System

Welcome! Thank you for joining!
Sound for the webinar will come
through your computer speakers.
Please feel free to submit your
questions throughout the webinar
through the chat feature. We will
start momentarily.

February 3, 2015

Stephen Johnson – Maricopa County Dept. of Public Health

Moderated by Laura Arena, Communications Lead, PHQIX

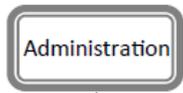
QUALITY IMPROVEMENT TOGETHER.



Learning Objectives

Participants will be able to:

- Understand important considerations for implementing a performance management system
- Understand Maricopa County's approach to implementing a performance management system
- Identify potential solutions to the challenges of implementing a performance management system



Maricopa County Department of Public Health Organization Map and Program Inventory

Last Updated: 4/28/14

Maintained by the Office of Performance Improvement



Why Have a Performance Management System?

- Measure what we do for grant reports, CHA/CHIP, reports to governing entity
- Share data/info internally
- Requirement of Accreditation
- Quality Improvement Projects
- Increase capacity of staff at all levels
- Just good business practice



PHAB Measures - version 1.5

- 9.1.1 – Staff at all levels engaged in establishing/updating PM system
- 9.1.2 – Adopt a PM system
 - » Performance Standards, goals, targets, indicators
 - » Measurement systems and collection
 - » Data analysis and progress reporting
 - » Process for QI
- 9.1.3 – Implement A PM system
 - » PM team/committee
 - » Goals, objectives
 - » Monitor progress
 - » ID opportunities for Improvement
 - » Self-Assessment



How did we do it?







Let's look at the system

Orgs Groups Vision, Mission & Values Services & Initiatives Goals Objectives Activities

START HERE MCDPH OPI MAIN MENU

VMSG
VISION
MISSION
SERVICES
GOALS

DASHBOARD
Version 4.71 1/9/2015

VISION, MISSION & VALUES
WHAT WE ARE ABOUT...

SERVICES/INITIATIVES
WHAT WE DO...

GOALS, OBJECTIVES & ACTIVITIES
HOW WE DO IT...

PERFORMANCE MANAGEMENT
HOW WE GET BETTER AT IT...

DASHBOARD: GO TO THE VMSG SYSTEM DASHBOARD

USERS: ADD/DELETE/MANAGE USER ACCOUNTS

PARTNERS: MANAGE THE ORGANIZATION'S PARTNERS AND PARTNER CONTACTS

CATEGORIES: MANAGE CATEGORIES & SUB-CATEGORIES BY ORGANIZATION

PASSWORD: CHANGE YOUR VMSG SYSTEM PASSWORD

SETTINGS: CONFIGURE PARAMETERS FOR THE SELECTED ORGANIZATION

HELP: HELP SYSTEM AND INFORMATION FOR USING THE VMSG SYSTEM

REPORTS: VIEW OR PRINT VMSG SYSTEM REPORTS

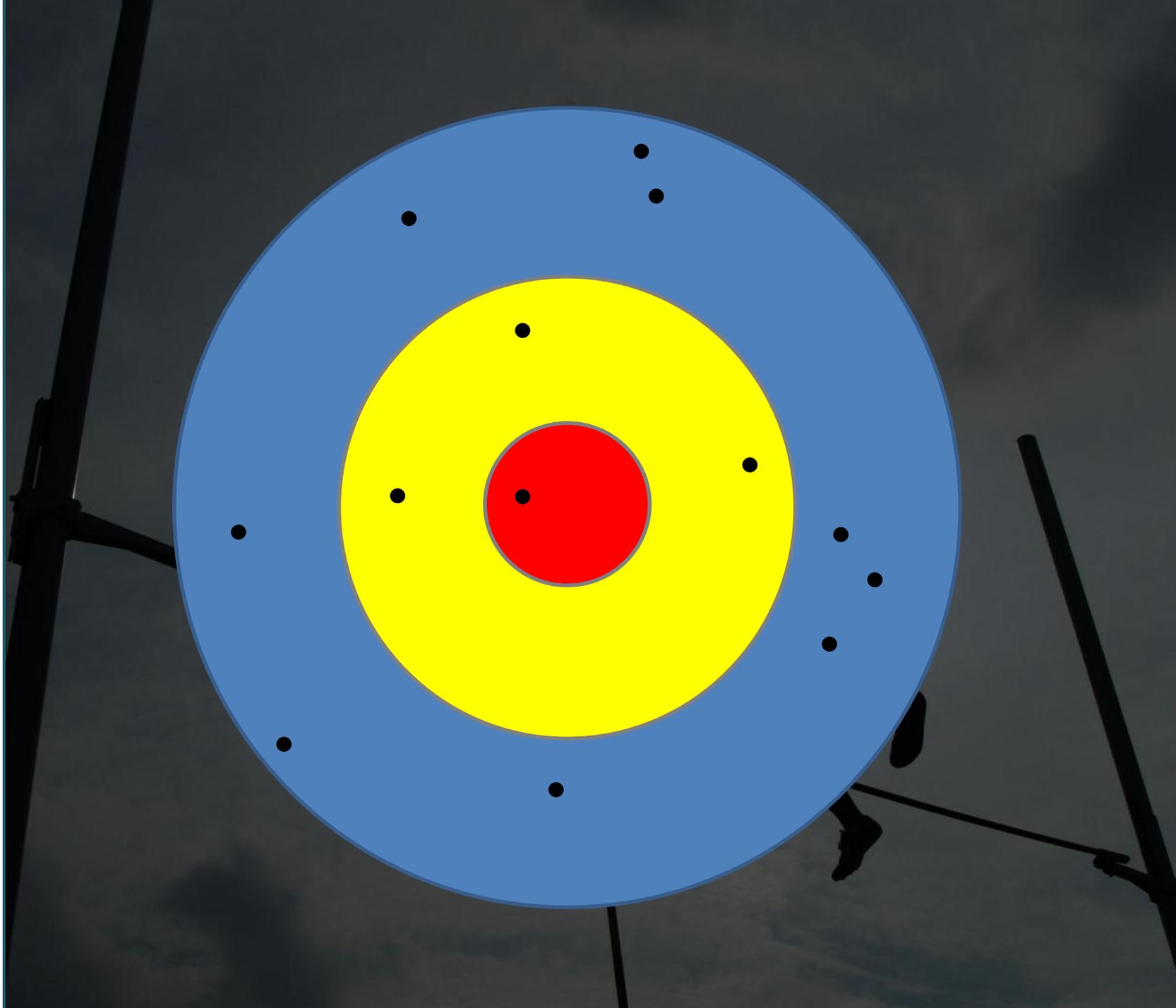
SERVICE REQUEST: REQUEST SYSTEM ADMINISTRATOR SERVICES

Organization: MCDPH Group: OPI Service/Initiative: Goal: Objective: Activity:



Challenges and Solutions

Challenges	Solutions
Buy-in	Utilize champions, and continuous follow-up
Learning curve	In-person and recorded trainings (Camtasia)
System bugs	Work closely with Contractor, pilot test
System usability	Still working on it... optimize the system coding, working with oet (proxy servers)
Learn as we go	System development + staff knowledge









Questions?

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Groups

Orgs | Groups | Vision, Mission & Values | Services & Initiatives | Goals | Objectives | Activities

Search

GROUP SELECTION & MANAGEMENT

Level	Group Abbreviation	Group Name
2	- Dept	- Department Management
3	-- Admin	-- Department Administration
4	--- Finance/Budget	--- Financial & Budget Services
4	--- Grants and Contracts	--- Grants and Contracts
4	--- HR	--- Human Resources
4	--- Procurement	--- Procurement
4	--- PTS	--- Professional and Technical Services
3	-- CHA	-- Community Health Action Division
4	--- OFH	--- Office of Family Health
5	---- Healthy Start	---- Healthy Start
5	---- Lead	---- Lead Hazard Control
5	---- NFP	---- Nurse Family Partnership
5	---- NICP	---- Newborn Intensive Care Program
4	--- OHPE	--- Office of Health Promotion and Education
5	---- Color Me Healthy	---- Color Me Healthy
5	---- Find Help Phx	---- Find Help Phoenix Website

Group ID:
Group Abbreviation & Name: Office of Performance Improvement
Group Level:
Parent Group:
Modify User & Date:

Organization: Group: Service/Initiative: Goal: Objective: Activity:



Services, goals, objectives...

Svc #	Service/Initiative Statement
1	Birth (BRIS) program
2	Death (DRIS) program
3	Human Remains Release Form (HRRF) program



Goal #	Goal Statement
1	Perform the statutorily mandated duties and functions of the Arizona Vital Records program pertaining to birth certificates registration, issuance, c
2	Achieve the highest level of participation and data entry compliance from BRIS program partners



Objective #	Objective Statement
1	Each MCOVR customer service location shall register 100% of eligible AZ live birth events (home births and all non EBRS birthing facilities)
2	Each MCOVR customer service location shall issue issue 100% of eligible requests for certified copies of AZ birth records



...and activities

Orgs Groups Vision, Mission & Values Services & Initiatives Goals Objectives Activities

ACTIVITY SELECTION & MANAGEMENT

Rollup	Act#	Activity Statement	Activity Leader	Type	Start	End	%
<input type="checkbox"/>	1	Central Phx - Register 100% of eligible live HOME Birth events that occurred at a Maricopa County residence	Hernandez, Yolanda	QA	12/5/2014	1/4/2015	
<input type="checkbox"/>	2	West Valley - Register 100% of eligible live HOME Birth events that occurred at a Maricopa County residence	Valdivia, Gina	QA	12/5/2014	1/4/2015	
<input type="checkbox"/>	3	West Phx - Register 100% of eligible live HOME Birth events that occurred at a Maricopa County residence	Coombs, Stephanie	QA	12/5/2014	1/4/2015	
<input type="checkbox"/>	4	East Valley - Register 100% of eligible live HOME Birth events that occurred at a Maricopa County residence	Radeka, Amy	QA	12/5/2014	1/4/2015	
<input type="checkbox"/>	5	Central Phx - Register 100% of eligible live birth events that occurred at a licensed birthing facility within Maricopa County that is not on the FRRS.	Hernandez, Yolanda	QA	12/5/2014	1/4/2015	
<input type="checkbox"/>	6	West Valley - Register 100% of eligible live birth events that occurred at a licensed birthing facility within Maricopa County that is not on the FRRS.	Valdivia, Gina	QA	12/5/2014	1/4/2015	
<input type="checkbox"/>	7	West Phx - Register 100% of eligible live birth events that occurred at a licensed birthing facility within Maricopa County that is not on the FRRS.	Coombs, Stephanie	QA	12/5/2014	1/4/2015	
<input type="checkbox"/>	8	East Valley - Register 100% of eligible live birth events that occurred at a licensed birthing facility within Maricopa County that is not on the FRRS.	Radeka, Amy	QA	12/5/2014	1/4/2015	

Last Updated on: 12/26/2014 by: jfrasco

Activity Number: 1 Activity Type: Quality Assurance Activit

PERFORMANCE METRIC/TARGET
 Days to completion measured Monthly
 Green <= 7
 Yellow >7 and < 10
 Red >= 10

Activity Leader & Team Members FTE

L	Hernandez, Yolanda	
T	Coombs, Stephanie	
T	Radeka, Amy	

Activity Partner Contact Name

Actual # Updated: 12/5/14

NOTES/COMMENTS
 Please note here monthly totals:
 Dec 2014 -
 Jan 2015 -
 Feb 2015 -

Organization: MCDPH Group: OVR Service/Initiative: 1 Goal: 1 Objective: 1 Activity: 1



Activity Types

Project Based

start/end date, % complete, manual status lights

(this is the default activity type all plans were created using)

Quality Assurance

Frequency, parameters, automatic status lights

Quantitative Measurement

Start/end date, target #, % complete figured automatically



The Dashboard

Orgs Groups Vision, Mission & Values Services & Initiatives Goals Objectives Activities

START HERE

MCDPH OTCDP DASHBOARD

Show SubGroups STATUS SUMMARY MCDPH OTCDP

Goals Objectives Activities

Click on any light for more detail

My PRIORITIES

Sort	Objective	Notes & Comments
1	By March 31, 2015 obtain an average customer satisfaction rating of at least four	
2		

ACTIVITY LEAD SUMMARY

Leader	Last Updated	FTE	Lagging	Overdue				
Bailen Cary	1/13/2015 11:24:33 AM		3	0	0	0	3	0
Bergquist Susan	1/13/2015 10:59 AM		1	0	0	0	2	2
Brown Mary Ann	1/15/2015 11:06:40 AM		5	0	0	0	5	0
Cardenas Lilliana	1/12/2015 12:55:03 PM		1	1	0	0	2	0
Carpenter Charles	12/22/2014 7:36:49 AM		8	0	0	0	10	1
Gallegos Mark	1/13/2015 11:19:47 AM		3	0	0	0	3	0
Holmes Elizabeth	1/28/2015 10:44:17 AM		1	0	0	0	1	0
Huck Elaine	1/6/2015 4:18:30 PM		1	0	0	0	1	0
Mika Denise	9/3/2014 11:12:08 AM		3	0	0	0	3	0
Reynolds Debbie	1/6/2015 4:15:30 PM		6	0	0	0	6	0
Walker Keith	12/19/2014 1:00:26 PM		11	0	0	0	12	1

Organization: MCDPH Group: OTCDP Service/Initiatives: Goal: Objective: Activity:



Reports – by group

Group: -- OPI | -- Office of Performance Improvement

Service 1: Creating a Culture and Practice for Quality Improvement

Goal 1: To be an accredited public health department

Objective 1: By 11/1/14 all accreditation documentation will be collected by the Accreditation Team

Notes: The team did a great job and the documentation was submitted on Nov. 14, 2014

Lead: Johnson, Stephen

% 100 Done:

Status	Act No.	Activity	Performance Metric	Activity Leader	Start Date	End Date	% Done	Notes
	1	Documents uploaded to Sharepoint	All Accreditation Docs on SharePoint	Johnson, Stephen	7/1/2014	10/31/2014	100%	
	2	Internal Review of PHAB Documents	Internal Review Complete	Johnson, Stephen	7/1/2014	10/31/2014	100%	
	3	External Review of PHAB Documents	External review complete	Johnson, Stephen	7/1/2014	10/31/2014	100%	
	4	Transfer Documentation from SharePoint to ePHAB	Hit the big red 'submit' button in ePHAB	Johnson, Stephen	7/1/2014	11/1/2014	100%	

Objective 2: By 5/31/15 MCDPH will have completed an accreditation site visit.

Lead: Johnson, Stephen

% 0 Done:

Status	Act No.	Activity	Performance Metric	Activity Leader	Start Date	End Date	% Done	Notes
	0	Identify and prepare community team site visit	cases between 1/23/2015 and 1/23/2016	Johnson, Stephen	1/23/2015	1/23/2016	?	PHAB recommends having 10 or 12 partners present. Met with Mary and Eileen to discuss potential partners on 1/6/15
	1	Create site visit plan	the site visit plan	Johnson, Stephen	7/1/2014	1/31/2015	100%	Plan and input on domain interview teams will be presented to the management team on Wed. 1/7/15. (1/6/15)
	2	Prepare site visit binders	Site visit binder is ready	Johnson, Stephen	7/1/2014	3/30/2015	%	
	3	Determine PHAB site visit interview teams	teams are assembled	Johnson, Stephen	7/1/2014	1/15/2015	70%	Feedback will be sought from the management team at the beginning of January 2015 (12/29/2014) We will get feedback from the management team on 1/6/2015
	4	Prepare 4041 N. Central Ave for site visit	order and install art and signage and clean any messy places	Johnson, Stephen	7/1/2014	3/31/2015	50%	Walk-through was done with Joel Kodicek, Mark Bingham, and Courtney K. in December 2014 Next Steps: 1. Send out documentation/record keeping instructions and conduct a 'spring cleaning' in February 2015. 2. Courtney and Jeanene to print/frame/and install pictures in 14th floor waiting area, and meeting/training rooms. 3. check check carpets for cleaning in March 2015.
	5	Train staff domain teams for site visit	teams are prepared for the site visit	Johnson, Stephen	7/1/2014	3/31/2015	25%	We have held our first training and had 6 people in attendance (1/6/2015) We held our 2nd training and had 5 people in attendance - sign in sheets can be found on the G drive under 'accreditation' We held our 3rd training and had 6 people in attendance - sign in sheet can be found on the G drive under 'accreditation' (1/6/2015)
	7	Complete PHAB Site Visit	Celebratory Party	Johnson, Stephen	3/1/2015	5/31/2015	%	

Objective 3: By 7/1/15 finalize a PHAB reporting system for accreditation reports

Lead: Johnson, Stephen

% 0 Done:



Reports – by individual

Team Lead Activities Report [1/28/2015]

Organization: MCDPH - Maricopa County Department of Public Health 
Top Level Group: OPI - Office of Performance Improvement
Team Leader or Member: Stephen Johnson

Group: -- OPI | -- Office of Performance Improvement

Service 1: Creating a Culture and Practice for Quality Improvement

 **Goal 1:** To be an accredited public health department

Notes:

 **Objective 1:** By 11/1/14 all accreditation documentation will be collected by the Accreditation Team **Notes:** The team did a great job and the documentation was submitted on Nov. 14, 2014

Status	Act No.	Activity	Performance Metric	Activity Leader	Start Date	End Date	% Done	Notes
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	4	Transfer Documentation from SharePoint to <u>ePHAB</u>	Hit the big red 'submit' button in <u>ePHAB</u>	Johnson, Stephen	7/1/2014	11/1/2014	100%	



 **Objective 2:** By 5/31/15 MCDPH will have completed an accreditation site visit.

Notes:

Status	Act No.	Activity	Performance Metric	Activity Leader	Start Date	End Date	% Done	Notes
	0	Identify and prepare community team site visit	cases between 1/23/2015 and 1/23/2016	Johnson, Stephen	1/23/2015	1/23/2016	2%	PHAB recommends having 10 or 12 partners present. I Met with Mary and Eileen to discuss potential partners on 1/6/15
	1	Create site visit plan	the site visit plan	Johnson, Stephen	7/1/2014	1/31/2015	100%	Plan and input on domain interview teams will be presented to the management team on Wed. 1/7/15. (1/6/15)
	2	Prepare site visit binders	Site visit binder is ready	Johnson, Stephen	7/1/2014	3/30/2015	%	
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	5	Train staff domain teams for site visit	teams are prepared for the site visit	Johnson, Stephen	7/1/2014	3/31/2015	25%	We have held our first training and had 6 people in <u>attendance</u> (1/6/2015) We held our 2nd training and had 5 people in attendance - sign in sheets can be found on the G drive under 'accreditation'



Reports – by category tag

Category Tag Report [1/28/2015]

Organization: MCDPH - Maricopa County Department of Public Health 

Top Level Group: Dept - Department Management

Objectives Categories & Sub-Categories Selected:

Sectors/Clouds

Education

CHA Health Priorities

Cardiovascular Disease

Group: --- OCE | --- Office of Community Empowerment

Service 5: Safe Routes to School - Walk N' Rollers (SRTS - WNR)

 **Goal 2:** Secure future Safe Routes to School (SRTS) funding and recruit schools for participation in the Walk N' Rollers program. **Notes:**

 **Objective 1:** By March 2014, secure FY15 program funding for the Walk N' Rollers program. **Notes:**

Group: --- ONPA | --- Office of Nutrition & Physical Activity

Service 1: Early Childcare Education & Breastfeeding Team

 **Goal 2:** Provide parent education through the early childcare setting **Notes:**

 **Objective 1:** By September 30, 2015, accommodate at least 80% of the requests to provide resources, technical assistance, and direct service to community partners **Notes:**

 **Goal 3:** Establish strong childcare wellness programs and policies **Notes:**

 **Objective 2:** By September 30, 2015, develop, implement, and evaluate food and beverage policies for child care settings that meet Empower Standards in two (2) centers **Notes:**

 **Goal 4:** Support access to and compliance with worksite breastfeeding accommodation policies **Notes:**

 **Objective 1:** By September 30, 2015, establish policy within one (1) SNAP-eligible worksite to bring into compliance with the breastfeeding accommodation law **Notes:** 1-15-15: ADHS has not received approval from Western Region on the definition of a SNAP - eligible work site as of this date. T.W.