



NPHPS
National Public Health Performance Standards Program

Towards the Horizon: Using Assessment Results and Performance Improvement to Create Change

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Public Health is...

- 🌀 Activities that society undertakes to assure the conditions in which people can be healthy - - including organized community efforts to prevent, identify, and counter threats to the health of the public
- 🌀 A complex, dynamic social enterprise necessitating collective action

Key Assessment Question

How good is the collective effort of public, private and voluntary organizations at achieving the model standards for each Essential Public Health Service?

Systems Performance Improvement: A Definition

-  Positive changes in capacity, process and outcomes of public health as practiced in government, private and voluntary sector organizations. SPI involves:
- strategic changes to address public health system weaknesses
 - ongoing efforts to maintain well-performing services
 - systems improvements leading to better outcomes

Four Concepts Applied in NPHPSP



1. Based on the ten Essential Public Health Services
2. Focus on the overall public health system
3. Describe an optimal level of performance
4. Support a process of quality improvement

Using Results for Performance Improvement: Examples from the Field

Changing Laws

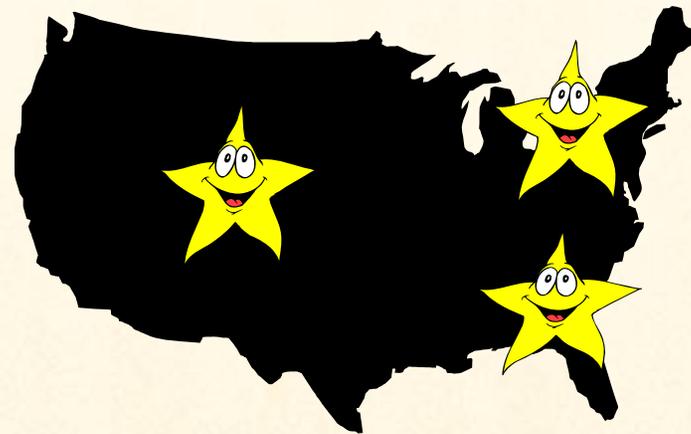
-  Illinois
-  New Hampshire

Improvement Planning

-  Colorado
-  Illinois

New Partnerships

-  Access to care
-  Workforce
-  Epidemiologic Capacity
-  Health Information Systems



See: <http://www.astho.org/programs/accreditation-and-performance/>

Ingredients of a Systems Improvement Process

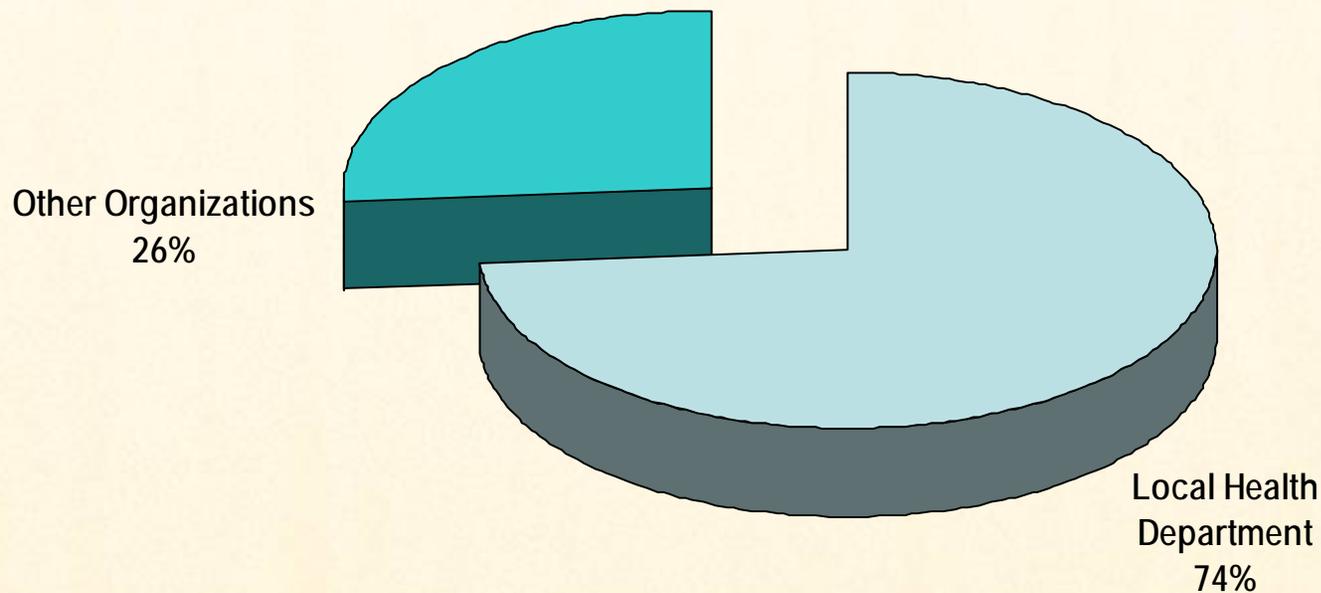
- 🌀 Defining scope of the public health system
- 🌀 A mental model
- 🌀 Planning framework
- 🌀 Data and information
- 🌀 Tools and resources
- 🌀 Friends and colleagues

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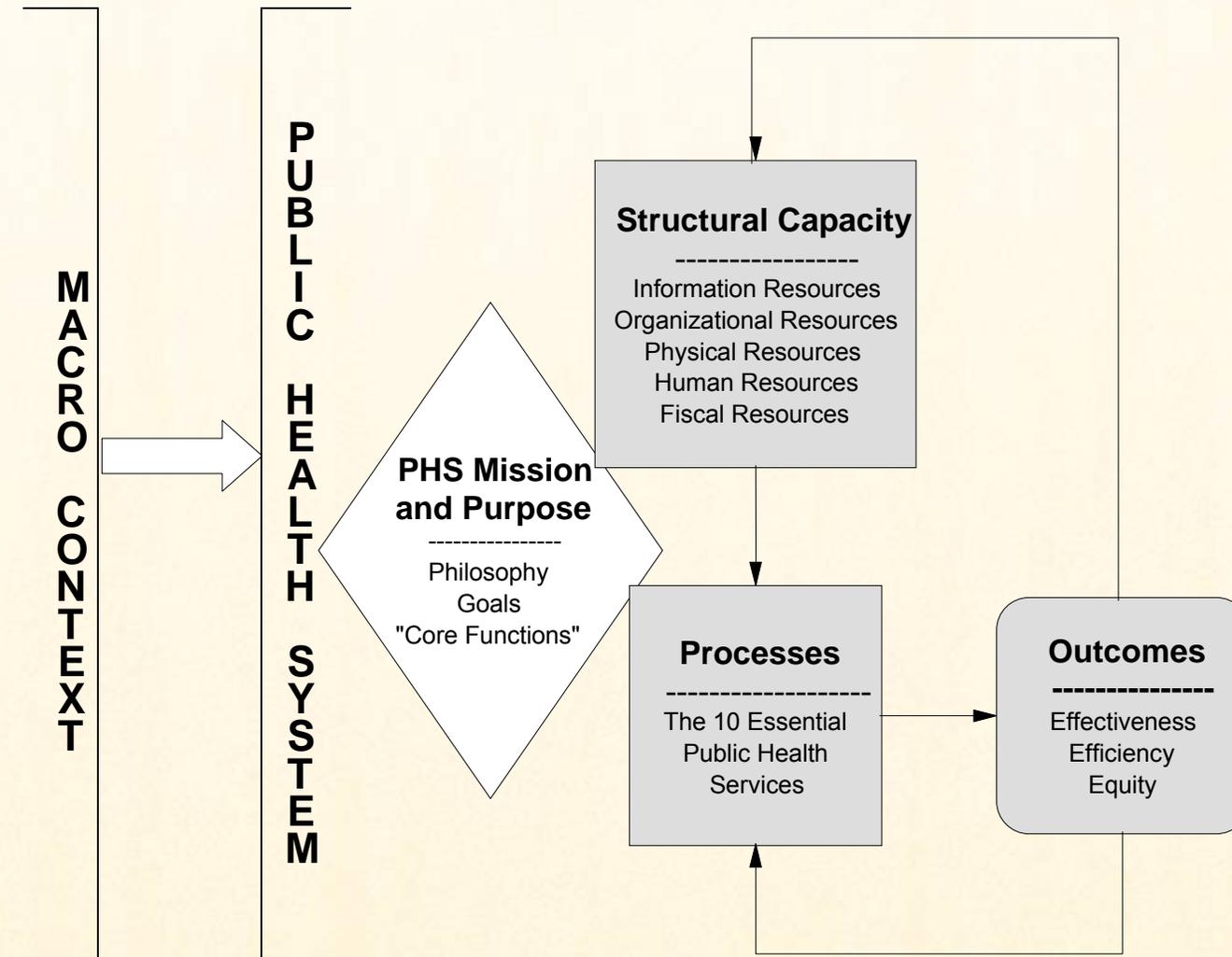
What Constitutes a Public Health System?

Proportion of Local Public Health Effort Contributed by LHDs and Other Organizations, 1996



Halverson et al. 1996

Conceptual Framework of the Public Health System as a Basis for Measuring Public Health System Performance



Source: Handler A, Issel M, and Turnock B. 2001. A conceptual framework to measure performance of the public health system. *Am J Public Health*, 91:1235-1239.

A Well-Functioning Public Health System has...

-  Strong partnerships, where partners recognize they are part of the PHS
-  Effective channels of communication
-  System-wide health objectives
-  Resource sharing
-  Leadership of governmental ph agency
-  Feedback loops among state, local, federal partners

How Do Systems Relate to Health?

Every system is perfectly designed to achieve exactly the results it gets!

» E. Deming

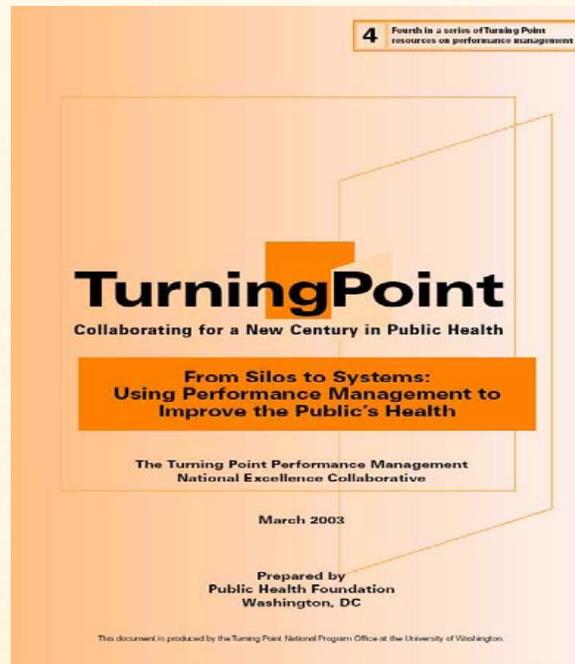


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A Useful Mental Model:

From Silos to Systems: Using Performance Management to Improve the Public's Health



Defining Performance Management

🔄 A tool for managing system performance

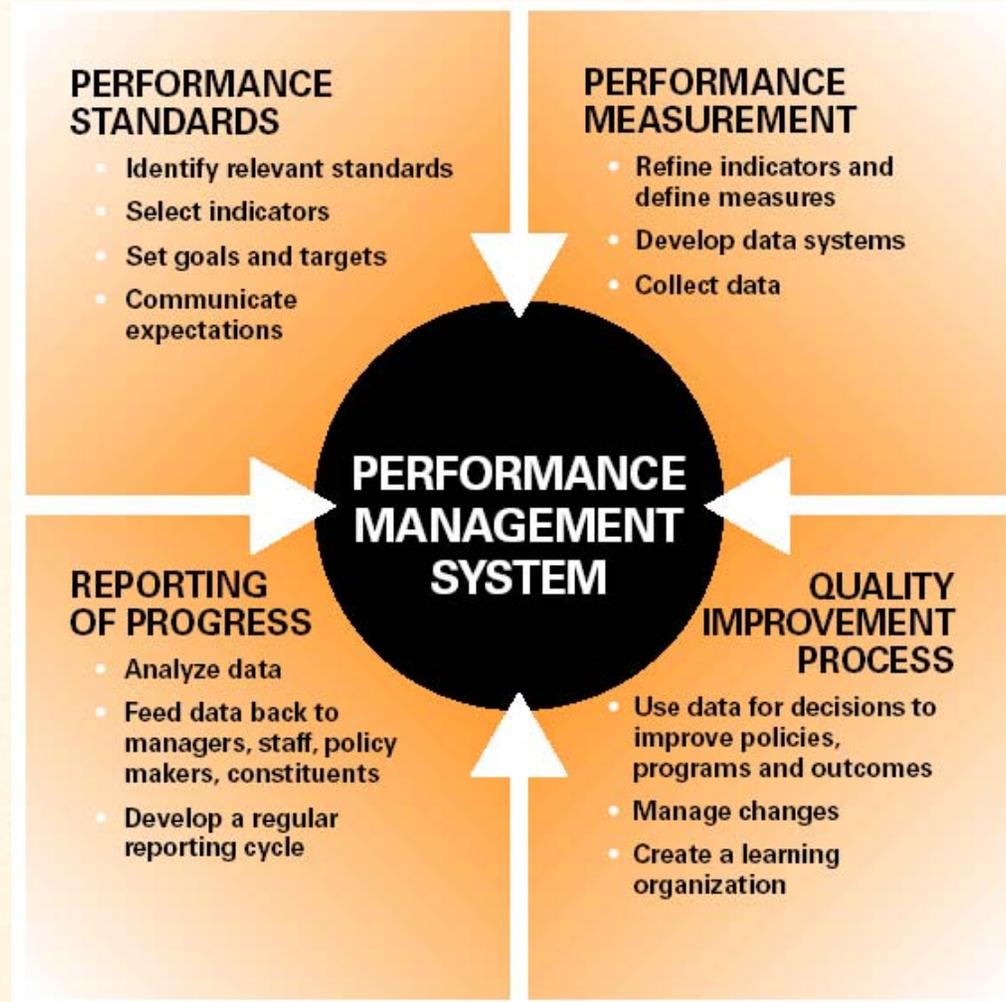
🔄 Four components:

- ▲ Performance Standards
- ▲ Performance Measures
- ▲ Reporting of Progress
- ▲ **Quality Improvement**

Performance Management:

The practice of actively using performance data to improve the public's health

Turning Point's
Performance
Management
Collaborative

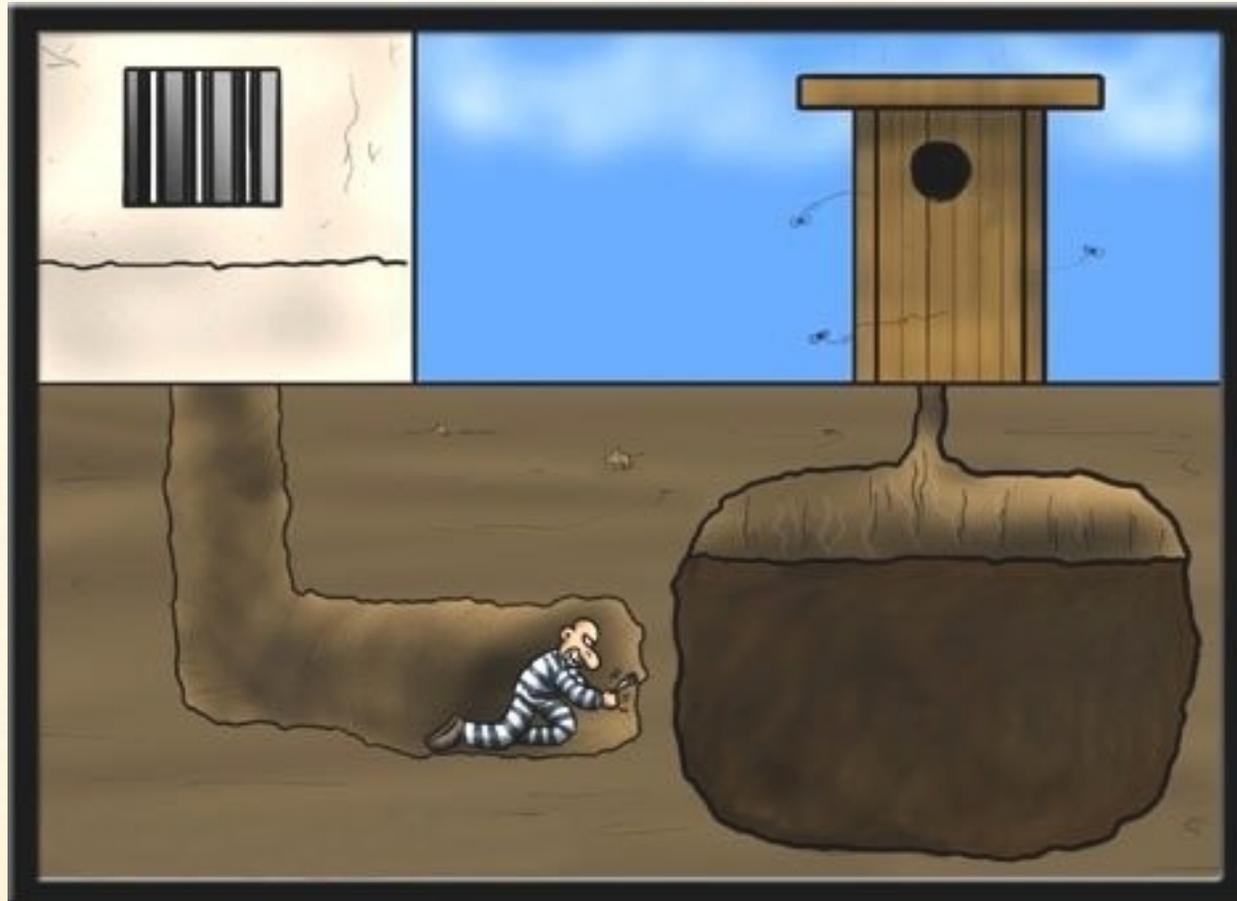


See www.phf.org/infrastructure

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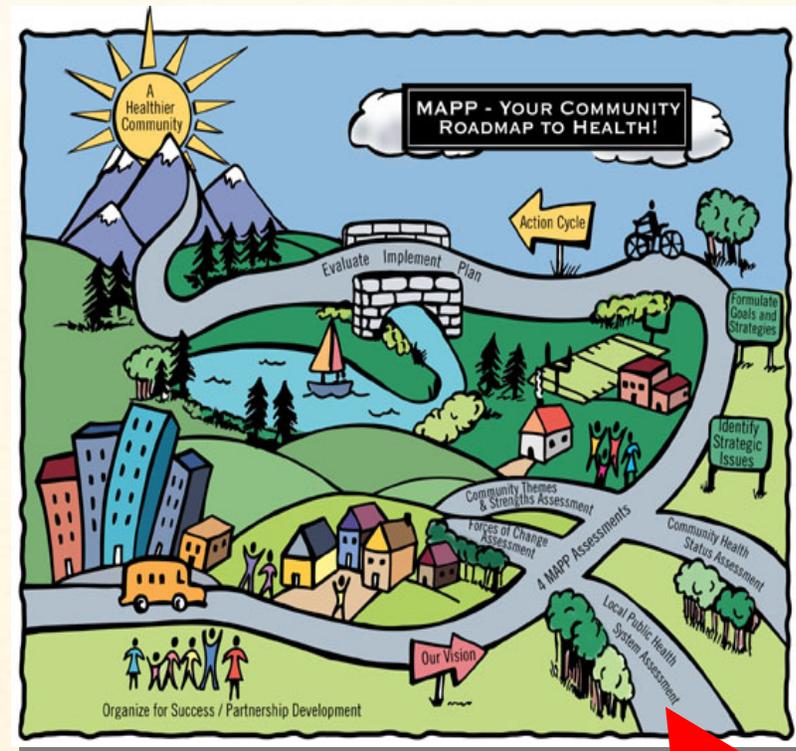
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A Reminder about the Importance of Planning



Coordination with MAPP

- Use of NPHPSP within MAPP ensures broad-based involvement
- MAPP provides the process for addressing strengths and weaknesses



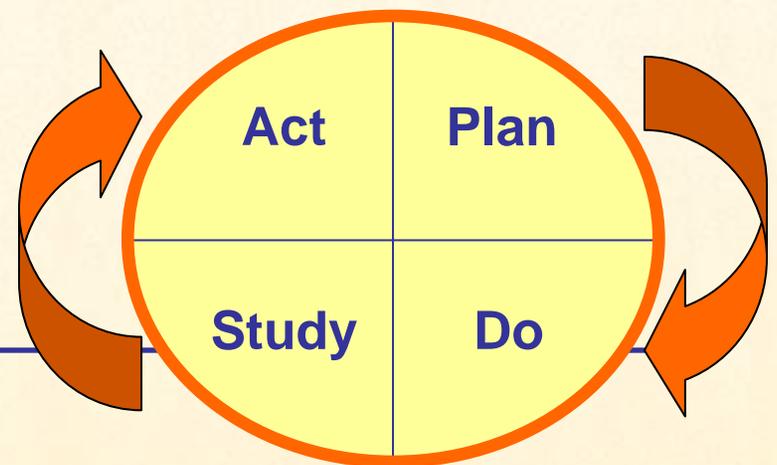
www.naccho.org/MAPP

The MAPP Model



Steps in Performance Improvement

1. Organize participation for performance improvement.
2. Prioritize areas for action.
3. Explore “root causes” of performance.
4. Regularly monitor and report progress.
5. Develop and implement improvement plans.



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Using Data for Performance Improvement



“There must be a better way to make decisions.”

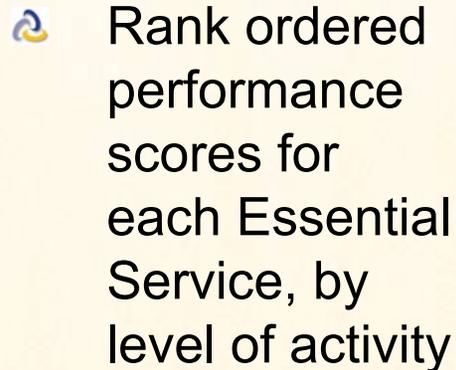
NPHPSP Reports

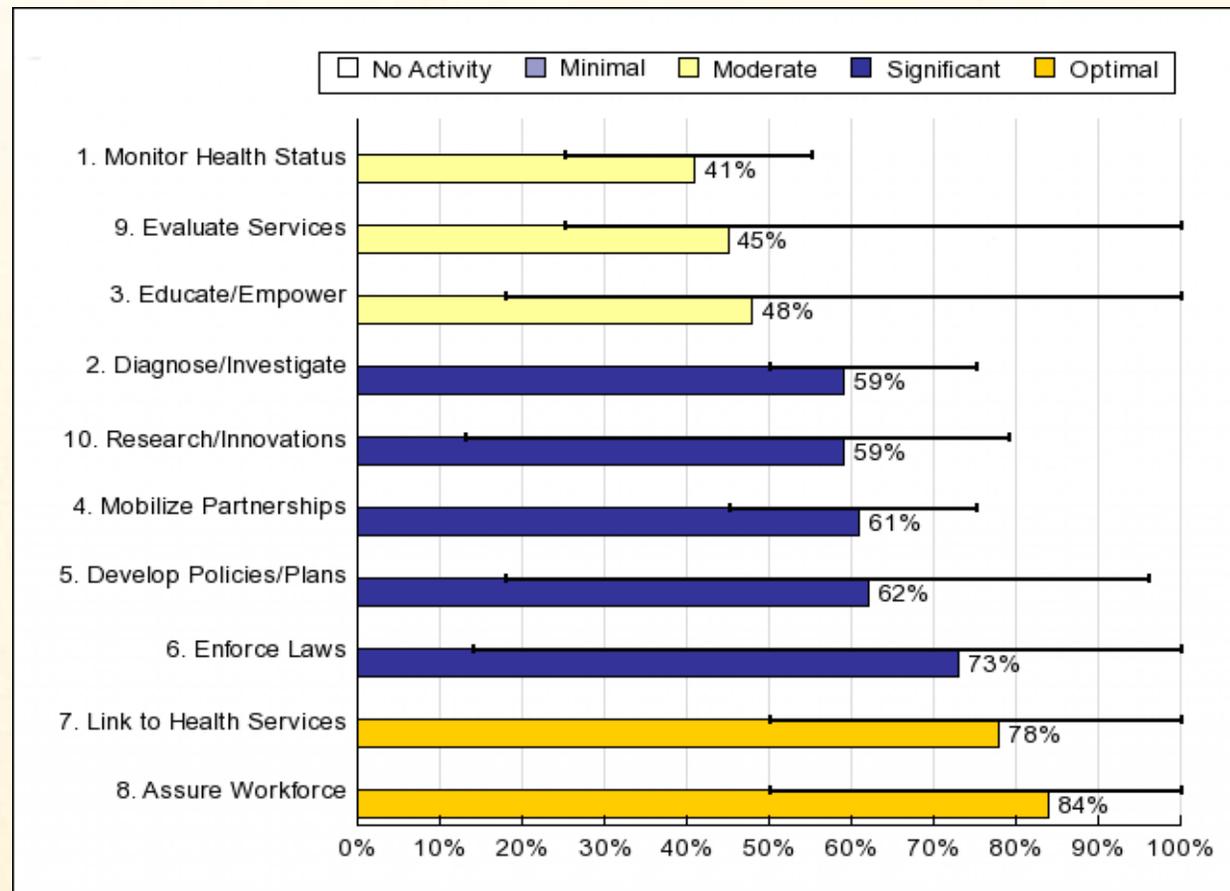
How Did We Perform in the Ten Areas of Essential Public Health Services (EPHS)?

EPHS		Score
1	Monitor Health Status to Identify Community Health Problems	45
2	Diagnose and Investigate Health Problems and Health Hazards	82
3	Inform, Educate, and Empower People about Health Issues	32
4	Mobilize Community Partnerships to Identify and Solve Health Problems	16
5	Develop Policies and Plans that Support Individual and Community Health Efforts	81
6	Enforce Laws and Regulations that Protect Health and Ensure Safety	97
7	Link People to Needed Personal Health Services and Assure the Provision of Health Care when Otherwise Unavailable	60
8	Assure a Competent Public and Personal Health Care Workforce	56
9	Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services	35
10	Research for New Insights and Innovative Solutions to Health Problems	60
Overall Performance Score		56

NPHPSP Reports (Example)

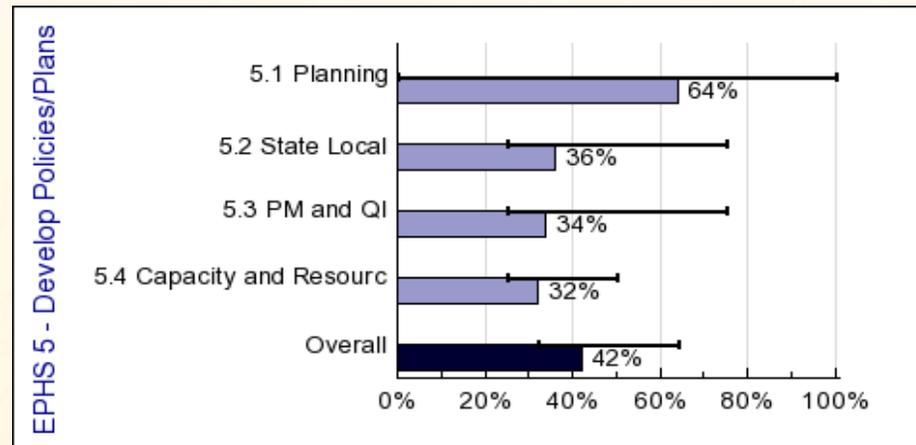
Where Do We Excel? Where Do We Need To Take A Closer Look?

 Rank ordered performance scores for each Essential Service, by level of activity



Drill Deeper to Focus Improvement

Figure 4: Performance scores for questions within each model standard/Essential Service



- 🔄 Use data file to pinpoint specific weaknesses
- 🔄 Model Standard Scores may mask variation:
 - ▲ Collaborative planning processes
 - ▲ State Health Improvement Plan
 - ▲ All-Hazards preparedness capacity
 - ▲ Policy development activities

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NPHPSP Materials Useful for Performance Improvement

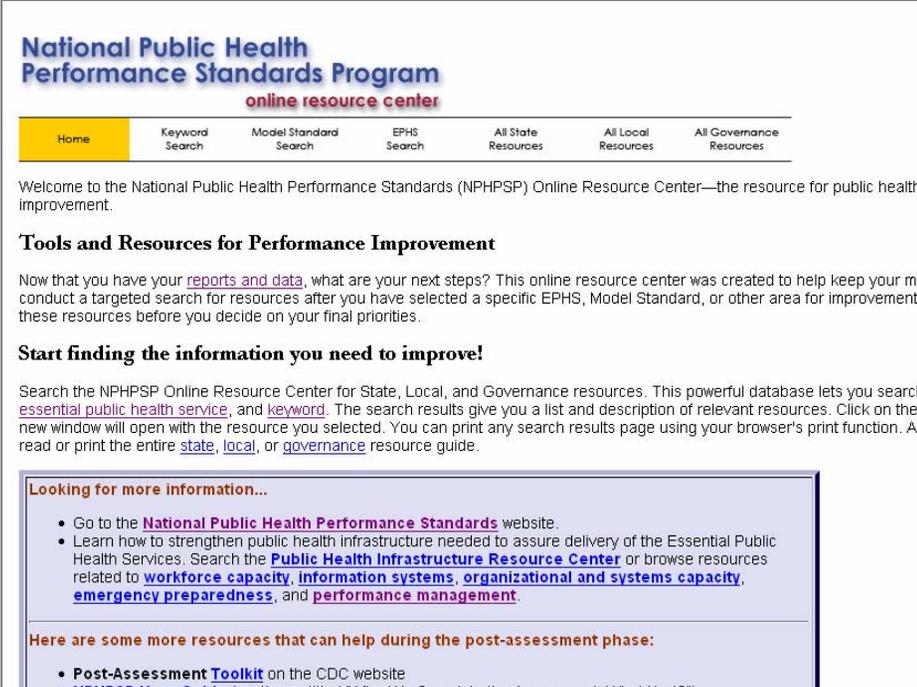
- 🔗 User Guide
- 🔗 Reports with compiled data
 - ▲ Supplement with qualitative data
- 🔗 PHF Online Resource Center
- 🔗 MAPP resources (Field Guide, Handbook, NACCHO website)
- 🔗 Performance Management resources
- 🔗 Post-Assessment Toolkit



<http://www.cdc.gov/od/ocphp/nphpsp/>

Online Resource Center

-  Find info and tools to improve on any
 - ▲ EPHS
 - ▲ Model Standard
 - ▲ Topic or keyword
-  Resources for states, locals, or boards
-  All links reviewed for relevance to NPHPSP



National Public Health Performance Standards Program
online resource center

Home | Keyword Search | Model Standard Search | EPHS Search | All State Resources | All Local Resources | All Governance Resources

Welcome to the National Public Health Performance Standards (NPHPSP) Online Resource Center—the resource for public health improvement.

Tools and Resources for Performance Improvement

Now that you have your [reports and data](#), what are your next steps? This online resource center was created to help keep you on track. Conduct a targeted search for resources after you have selected a specific EPHS, Model Standard, or other area for improvement. Review these resources before you decide on your final priorities.

Start finding the information you need to improve!

Search the NPHPSP Online Resource Center for State, Local, and Governance resources. This powerful database lets you search for [essential public health service](#), and [keyword](#). The search results give you a list and description of relevant resources. Click on the new window will open with the resource you selected. You can print any search results page using your browser's print function. All read or print the entire [state](#), [local](#), or [governance](#) resource guide.

Looking for more information...

- Go to the [National Public Health Performance Standards](#) website.
- Learn how to strengthen public health infrastructure needed to assure delivery of the Essential Public Health Services. Search the [Public Health Infrastructure Resource Center](#) or browse resources related to [workforce capacity](#), [information systems](#), [organizational and systems capacity](#), [emergency preparedness](#), and [performance management](#).

Here are some more resources that can help during the post-assessment phase:

- [Post-Assessment Toolkit](#) on the CDC website
- [NPHPSP User Guide](#) (section entitled "After We Complete the Assessment: What Next?")

www.phf.org/nphpsp

Priority Rating vs. Performance

- 
Quadrant I –
 May need increased attention
- 
Quadrant II –
 May be important to maintain efforts
- 
Quadrant III –
 May shift or reduce some resources or attention to focus on higher priority activities
- 
Quadrant IV –
 May need little or no attention at this time

Perceived Priority (1-10)	High	I High Priority Low Performance	II High Priority High Performance
	Low	IV Low Priority Low Performance	III Low Priority High Performance
		Low	High
		Current Level of Performance (1 – 100)	

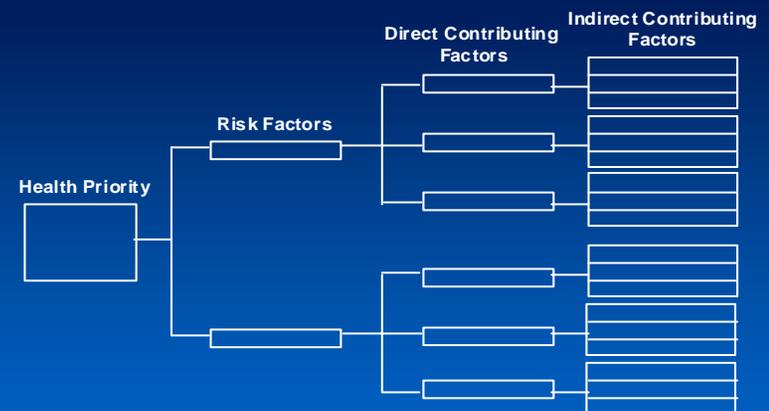
Source: *NPHPSP User Guide*

Analyzing Root Causes of Systems Performance Problems

Contributing Factors?

- ▲ Resources
- ▲ Information
- ▲ Expectations, feedback
- ▲ Materials
- ▲ Methods (processes)
- ▲ Knowledge and skill
- ▲ Incentives

Health Problem Analysis Worksheet



aka - NCAA Chart

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NPHPSP User Network

Monthly User Teleconferences

- ▲ Jurisdictions interested in system performance assessment
- ▲ Partner organizations

Join the MAPP Listserve

Sharing information on:

- ▲ performance improvement processes
- ▲ successes, challenges, tools, resources



Using NPHPSP Results to Improve your System

- 🔄 Use a systems approach - - build on the collaboration begun during the assessment
- 🔄 Follow-up with performance improvement priorities
- 🔄 Select key measures to monitor and manage
- 🔄 Link measurement to improvement
- 🔄 Always plan before taking action - - take the time to set priorities and determine strategy
- 🔄 Align your strategies with your partner organizations

Why is this Important?

Healthy People -
Protected - in Healthy
Communities



Served by high-performing public health
systems that use evidence-based methods to
improve community health