



# Assessment Data and Quality Improvement Techniques: Tools for Improving Community Health Plans and Outcomes

Sponsored by DOH Offices of Health Statistics and Assessment and Performance Improvement

With special thanks to the Centers for Disease Control and Prevention,
Office of State, Territorial, Local and Tribal Support

## **Workshop Goal**



 Equip participants with information and tools to successfully interpret and apply assessment results to health improvement planning and quality improvement processes

## Workshop Objectives



- Describe relevance of various data sources to community and quality improvement plans
- Identify and apply methods for interpreting data, assessing importance of health issues, and setting priorities
- Outline components of an effective action plan
- Identify and apply methods for measuring progress

# Today's Agenda



Time	Topic/Activity	Presenter / Moderator
8:30 – 9:00 a.m.	Sign-in and Networking	
9:00 – 9:15 a.m.	Introductions and Review Agenda Benefits of Using a Performance Improvement Process	Chris Abarca
9:15 – 9:45 a.m.	Gathering Data: Finding Meaningful Results	JoAnn Steele
9:45 – 11:30 a.m.	Interpreting the Data	Teresa Daub / Chris Abarca
11:30 – 12:00 p.m.	Priority Setting: Can't I Just do What I Want?	Sonal Doshi / Daphne Holden
12:00 – 12:30 p.m.	Working Lunch Break	
12:30 – 2:00 p.m.	Priority Setting (continued) - Activity	Sonal Doshi / Daphne Holden
2:00 – 3:45 p.m.	Action Planning and Evaluation	Cathy Montgomery / Chris Abarca / Betty Serow
3:45 – 3:55 p.m.	Workshop Evaluation	JoAnn Steele
4:00 p.m.	Adjourn	

## Introductions



- Your name
- Your agency
- One topic or skill you'd like to learn about in today's workshop

## **Workshop Leaders**



- CDC's Office of State, Territorial, Local and Tribal Support
  - Teresa Daub
  - Sonal Doshi
- DOH Office of Health Statistics and Assessment
  - Jo Ann Steele
  - Betty Serow
  - Daphne Holden
  - Chris Abarca
- DOH Office of Performance Improvement
  - Cathy Montgomery



## Performance management

- Practice of actively using performance data to improve the public's health (Bialek, Duffy and Moran, 2009)
- Four components of Turning Point Framework
  - Performance standards
  - Performance measurement
  - Reporting of progress
  - Quality improvement process





#### DOH Performance Management System\* using Turning Point Framework

#### **Performance Standards**

#### Components:

- Identify relevant standards
- Select indicators
- Set goals and targets
- Communicate expectations

#### Related Grant Goals:

- Employ state, local health improvement planning process
  - · State MAPP process
  - State health profile
  - Local MAPP and PACE EH processes
- State, local use of national standards
  - NPHPSP, L-SIP, EPHS
- Review public health policy, law

#### **Performance Measurement**

#### Components:

- Refine indicators and define measures
- Develop data systems
- Collect data

#### Related Grant Goals:

- Identify state, local health improvement goals
  - State, local indicators
  - Alignment of state, local goals
- Create, manage, deploy performance measurement data system

### Improved Health Outcomes

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#### Quality Improvement Process

## Reporting of Progress

- Analyze data
- Feed data back to managers, staff, policy makers and constituents
- Develop a regular reporting cycle

#### Related Grant Goals:

- Track, report on state health improvement plan
- Track, report on local health improvement plans
- Monitor, report performance using data system
- Improve organizational efficiencies through use of org network analysis, community partnership assessment, return on investment methodologies
- Provide feedback on workforce development
- Inform on evidence-based and best practices

#### Components:

- Use data for decisions to improve policies, programs, and outcomes
- Manage changes
- Create a learning organization

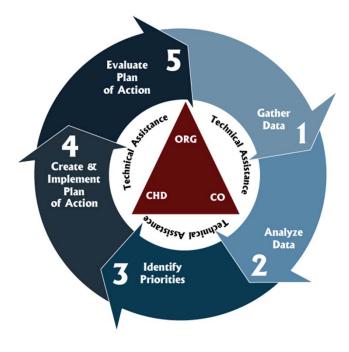
#### Related Grant Goals:

- Use pub hlth policy, law assessment process
- Institute workforce development system
- State, local public health system quality improvement strategies
- Provide evidence-based decision support
- Employ health impact assessments
- Prepare for national voluntary accreditation



## Quality (performance) Improvement Process

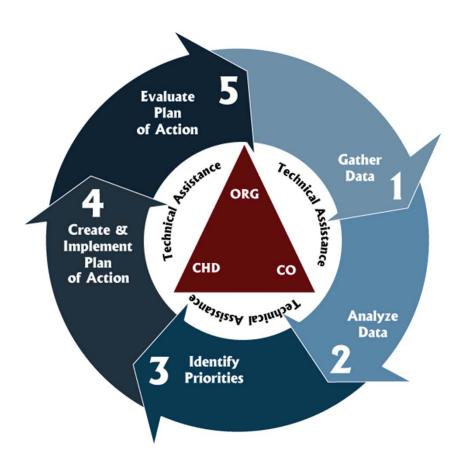
- Gather data
- Analyze data
- Identify priorities
- Create and implement action plan
- Evaluate



# QI (Performance) Improvement Process

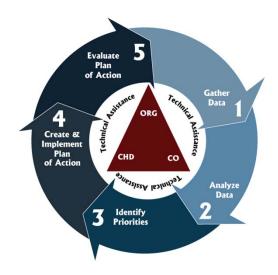








- Using a quality improvement process and tools can help:
  - Improve products, processes, services
  - Get better results
  - Improve efficiencies
  - Address gaps
  - Sustain improvements



DOH Performance Management System\* using Turning Point Framework

