

# Welcome to the Workshop!



## **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

# Overview



## Performance management

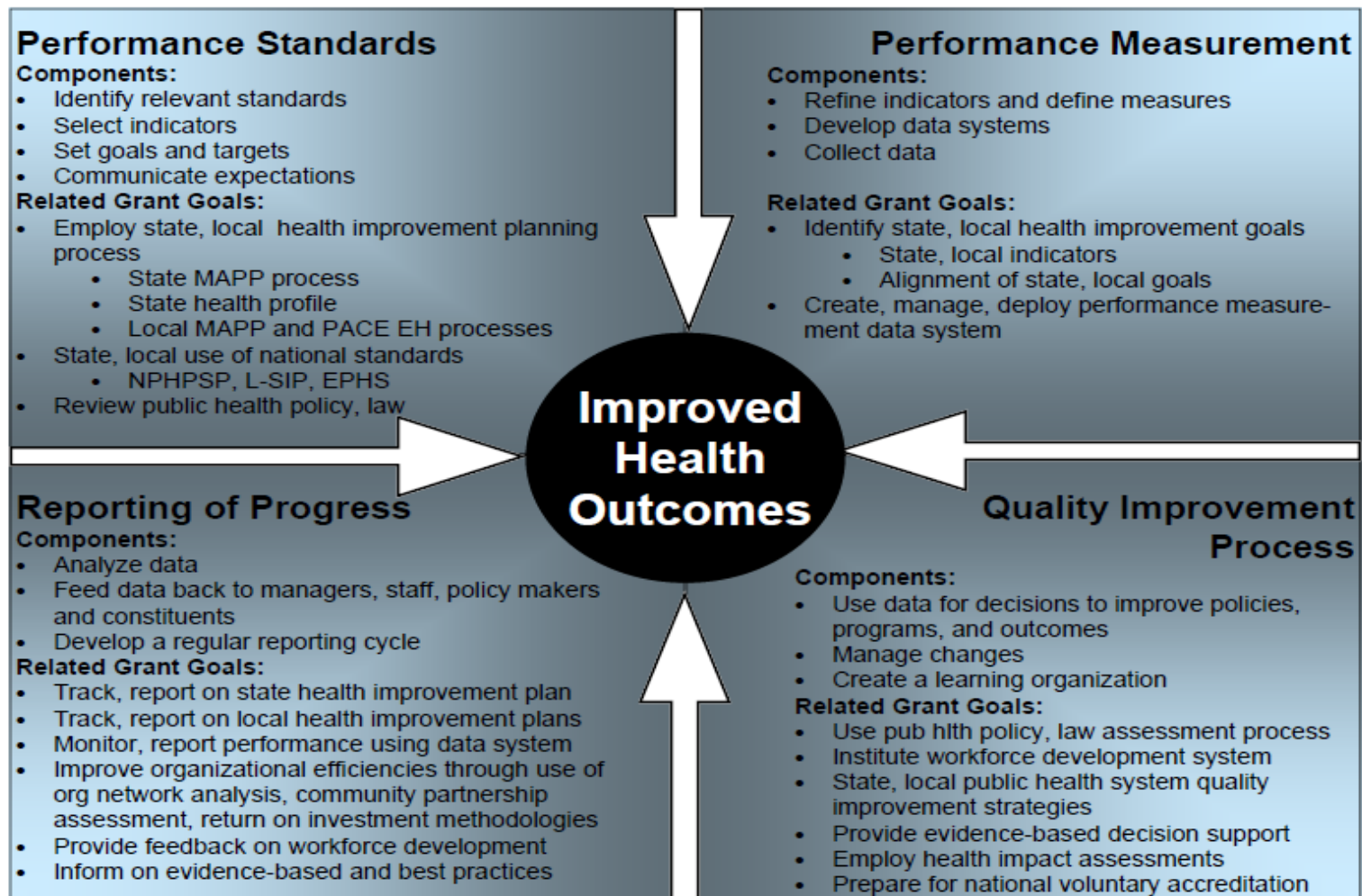
- Practice of actively using performance data to improve the public's health (Bialek, Duffy and Moran, 2009)
- Four components of Turning Point Framework
  - Performance standards
  - Performance measurement
  - Reporting of progress
  - Quality improvement process



# Overview



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

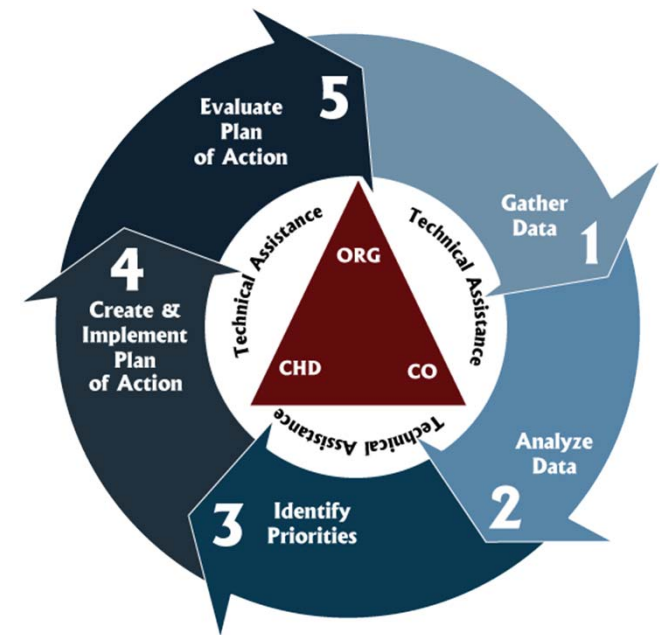




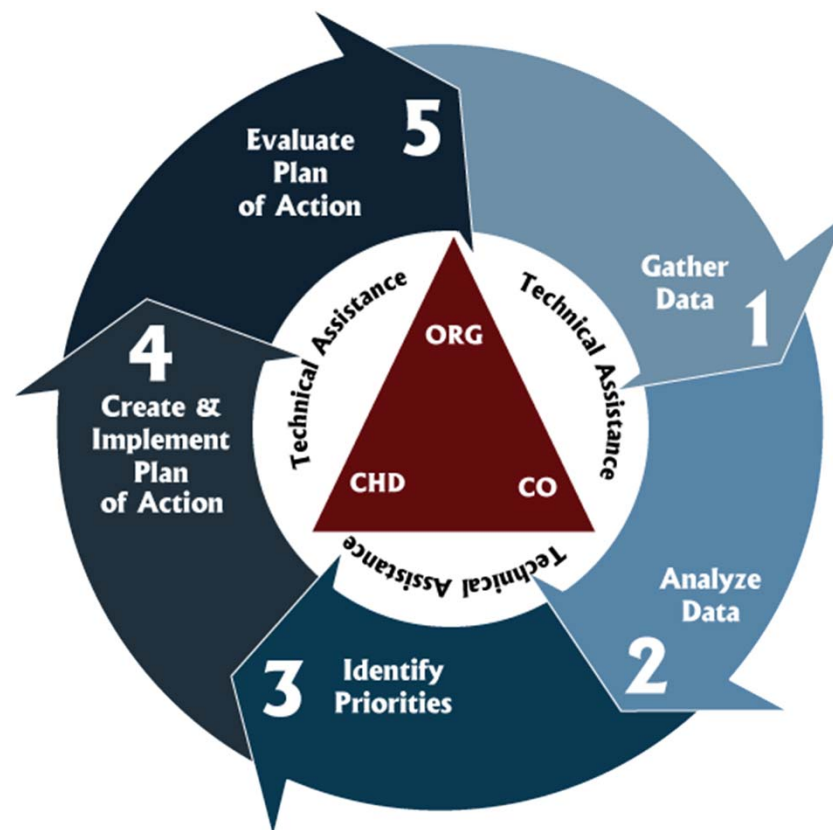
# Overview

## Quality (performance) Improvement Process

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



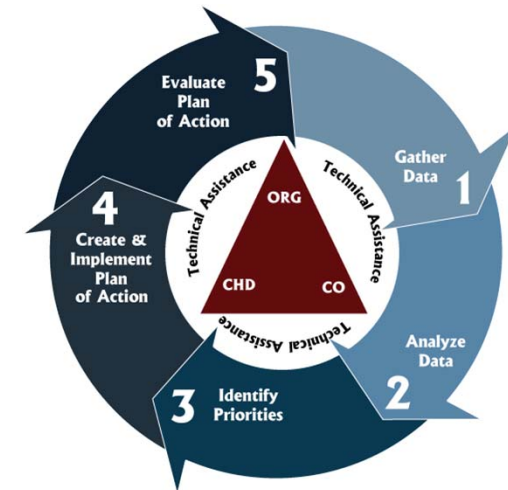
# QI (Performance) Improvement Process



# Overview



- 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

