

Accreditation Support Initiative for Public Health Departments

Deliverable # 3: Initial Site Visit Agenda

Site visits are being conducted with local public health departments in Linn County, Sioux County and Mills County, Iowa. Site visits are planned for three hours in duration.

Agenda

Introductions

Project Explanation:

- Three primary objectives:
 - Assess county's use of Performance Management
 - Identify training and technical assistance needs
 - Make best practice recommendations to address gaps in performance management

Interview

Future Project Activities:

- Discuss the evidence submitted (and the gaps in the submitted evidence)
- Questions on evidence
- Improvements
- Evaluation of the readiness assessment
 - How can we make it more accurate/helpful
 - Suggestions to make it more useful
- What types of training/technical assistance can we provide to help with performance management?

Questions/Suggestions

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Deliverable # 2: Questions for Site Visits with Local Public Health Departments.

The purpose of the site visits are to identify how the counties currently apply components of performance management and identify gaps in each county's ability to meet national public health standards related to performance management. The counties were given a Performance Management Readiness Survey to complete before the visit (see attached document).

Questions:

1. How do you define performance management?
2. Can you tell me more about how the commitment from leadership to implement performance management is demonstrated?
3. Describe how performance is managed in the sections of your department?
4. Who is responsible for integrating performance management throughout the agency? Can you explain more about their duties?
5. How do you incorporate your strategic plan into your performance improvement strategies?
6. Question 2, section 2*: How do you set your performance targets, are they based on Health People 2020?
7. Question 3, section 2*: Describe how you compare your progress against similar organizations. What types of organizations do you use as a comparison?
8. How do you select your performance measures? What is a typical performance measure and how often are these performance measures gathered?
 - a. How are these performance measures/standards/targets communicated throughout the department and with the stakeholders?
9. How much data, and how complicated are the performance measures you need?
 - a. Who collects the data, and how often is the data collected?
10. Describe how you document your department's progress. Do you have time points specified for progress documentation?

11. How often is your department's progress analyzed and evaluated?
 - a. Give me an example of the types of evaluations used in the health status, financial systems, programs, and service delivery areas
 - b. Who conducts the evaluation?
 - c. How does your department use the results of the analysis and evaluation?
12. You indicated that you report your progress regarding performance management and targets.
 - a. What information do the reports contain?
 - b. How frequently are the reports written?
 - c. Overall goal of progress report?
 - d. Who writes these?
 - e. Who do you share these progress reports with?
13. When something is shown to need improvement, how does that improvement happen? Is there a specific mechanism?
14. Who is responsible for decision making based on progress reports?
15. Describe your quality improvement system.
 - a. What types of QI tools are used for improvements?
 - b. How are your QI plans used to guide your county's activities?
16. How do you use stakeholder feedback when you are developing standards and targets?

*Refers to questions from the Performance Management Readiness Survey