

# *Public Health Performance Management Centers for Excellence*

## **2012 Quality Improvement Grantees Learning Congress**

**November 1, 2012**

## **Performance Management Centers for Excellence Report**

**Megan Davis, Washington State Department of Health**

**Stacy Wenzl, Spokane Regional Health District**

**Wanda Williams, Tacoma-Pierce County Health Department**

# **Topics**

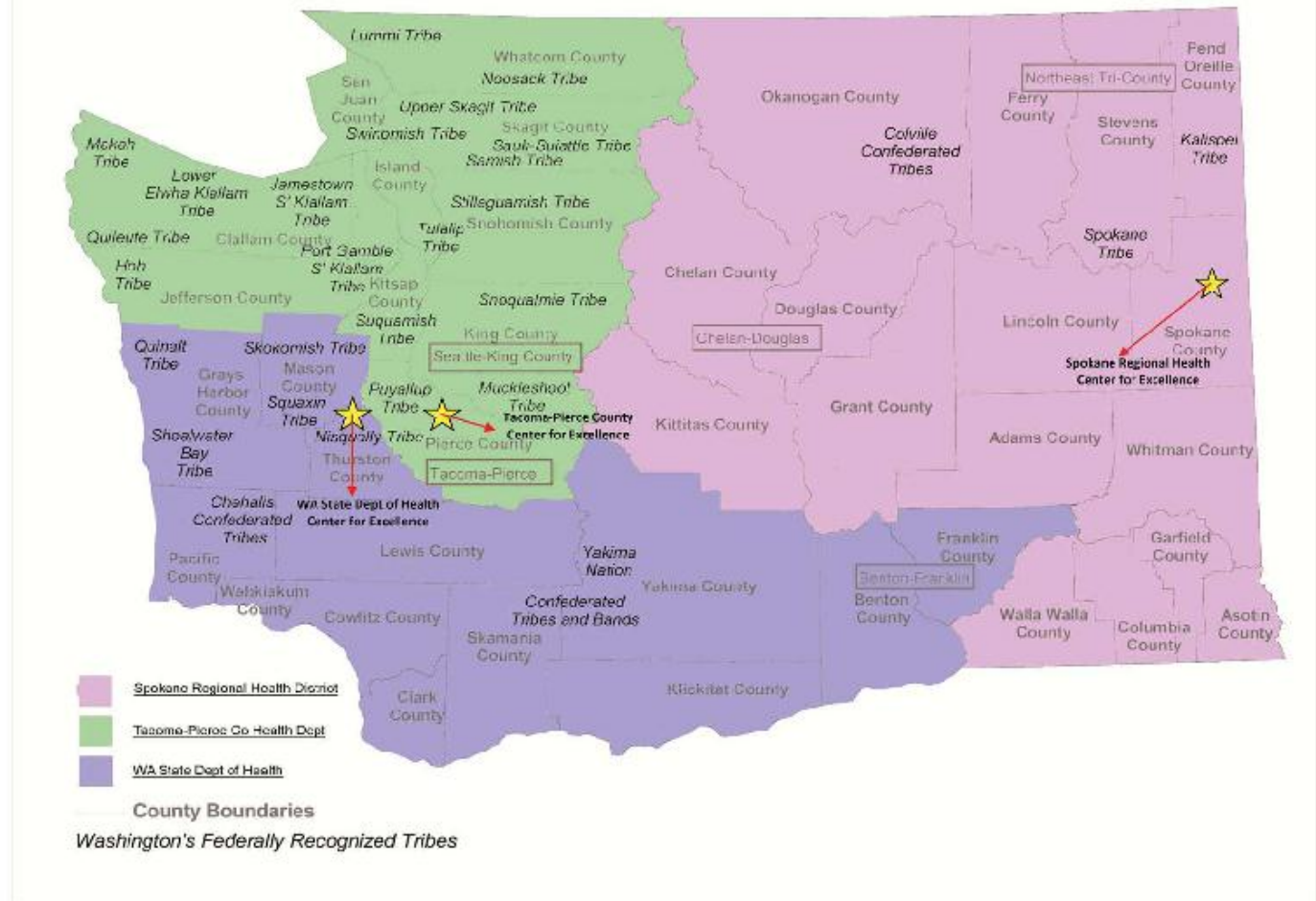
- **Introduction**
- **Public Training Attendance**
- **Technical Assistance and Custom Training**
- **Topics of Interest**
- **Quality Improvement Mini-Grants**
- **Increasing Staff Capacity - Performance Management Centers for Excellence**
- **Applications for National Accreditation – Current Outlook**
- **Themes**

# Public Health Performance Management Centers for Excellence

## Vision

Washington State has a sustainable, effective public health performance management system that supports improved public health outcomes.

## Regional Service Areas



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# Public Health Performance Management Centers for Excellence

## Washington Department of Health Center Staff

### Susan Ramsey

- Director, Office of Performance & Accountability
- Co-chair, Washington State Standards workgroup
- Leader, Multi-state Learning Collaborative
- National Reviewer, PHAB Version 1 and Beta Test
- Project Lead, DOH Public Health Standards/PHAB Readiness Team
- Chair, Statewide Standards Review
- Accreditation Coordinator, DOH

### Megan Davis

- Grant coordinator, National Public Health Improvement Initiative
- DOH Performance Management Center for Excellence Lead/Liaison
- Eighteen years in state government improvement initiatives

### Diana Ehri

- Performance Management Consultant
- Project Lead, DOH Quality Improvement Teams
- Task Force Leader, Strategic National Stockpile, Reception, Staging, Storage
- Twenty-five years in public health

### Khadijah Ali

- Administrative Assistant with eight years in state service



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# Public Health Performance Management Centers for Excellence

## Spokane Center Staff

### Torney Smith

- Administrator
- Co-chair, WA State Standards workgroup
- Board of Directors, NACCHO

### Lyndia Wilson

- Division Director, Disease Prevention & Response
- Developed Quality Council and agency-wide training and QI reporting system

### Stacy Wenzl

- Program Manager, Community Health Assessment, Planning and Evaluation
- Spokane Performance Management Center for Excellence Lead/Liaison
- Agency Standards/PHAB readiness team
- Quality Council member

### Adrian Dominguez

- Epidemiologist, Community Health Assessment, Planning and Evaluation
- Member, WA State Public Health Assoc. Board of Directors



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# Public Health Performance Management Centers for Excellence

## Tacoma Pierce County Center Staff

### Cindan Gizzi

- Manager, Office of Assessment, Planning and Improvement
- Sixteen years experience practicing quality management

### Susan Pfeifer

- Program Coordinator
- Facilitator to Quality Improvement Council for four years

### Wanda Williams

- Performance Management Coordinator and Accreditation Coordinator
- Tacoma Performance Management Center for Excellence Lead
- Standards & Accreditation Advisory Team Lead
- Standards & Accreditation Mock Reviewer
- Eleven years experience in local/state government (Nine years in Public Health)



Tacoma - Pierce County

**Health Department**

*Healthy People in Healthy Communities.*

[www.tpchd.org](http://www.tpchd.org)

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# Public Health Performance Management Centers for Excellence

## Regional Contacts



**Spokane Regional Health District**

**Stacy Wenzl**

**509-324-1698, [swenzl@srhd.org](mailto:swenzl@srhd.org)**



**Tacoma-Pierce County Health Department**

**Wanda Williams**

**253-798-3531, [wwilliams@tpchd.org](mailto:wwilliams@tpchd.org)**



**Washington State Dept. of Health**

**Megan Davis**

**360-236-4531, [megan.davis@doh.wa.gov](mailto:megan.davis@doh.wa.gov)**

[www.doh.wa.gov/PHIP/perfmgtcenters](http://www.doh.wa.gov/PHIP/perfmgtcenters)

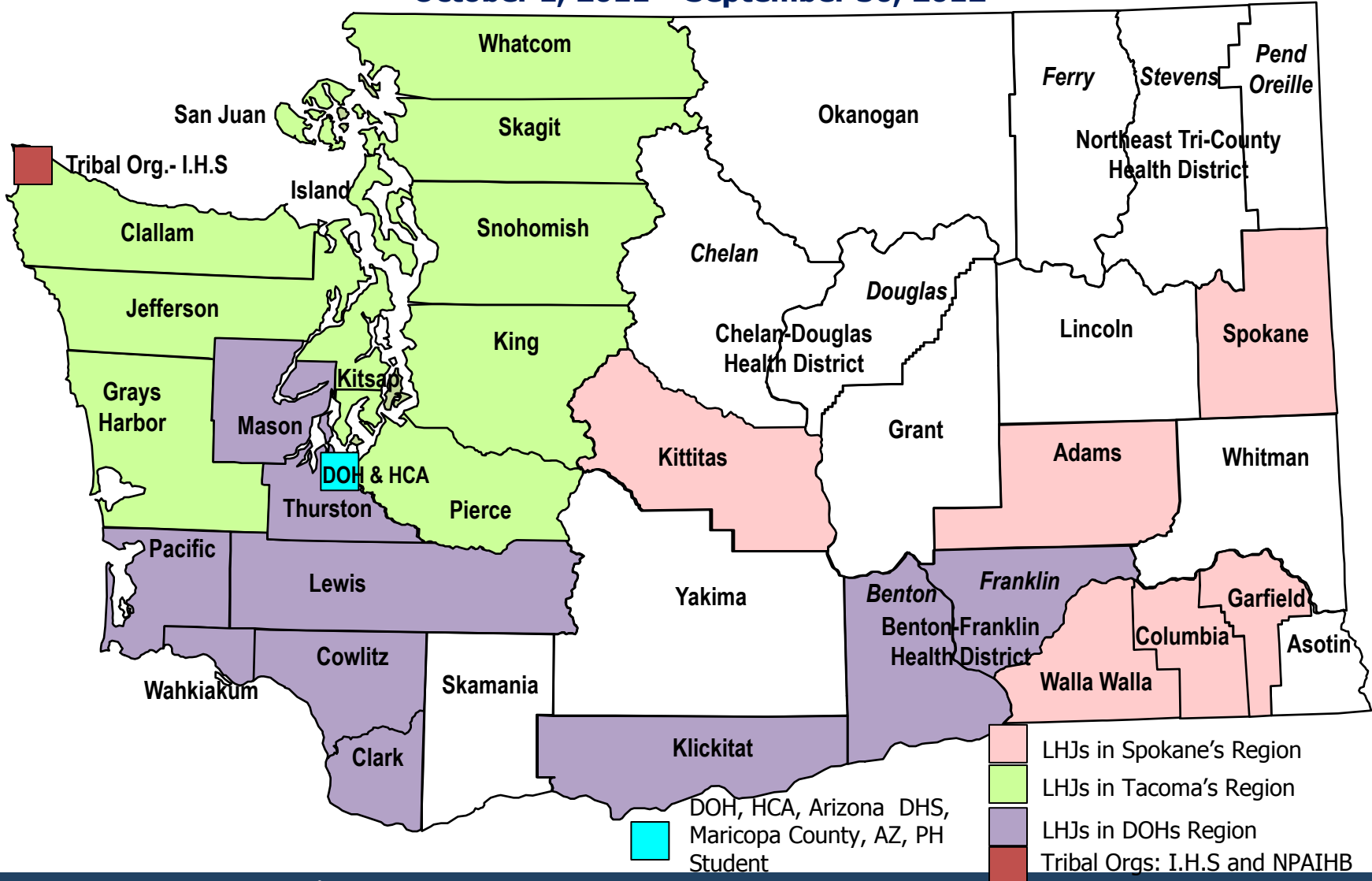
# **Public Training Attendance**



# Year 2 Public Training Attendance

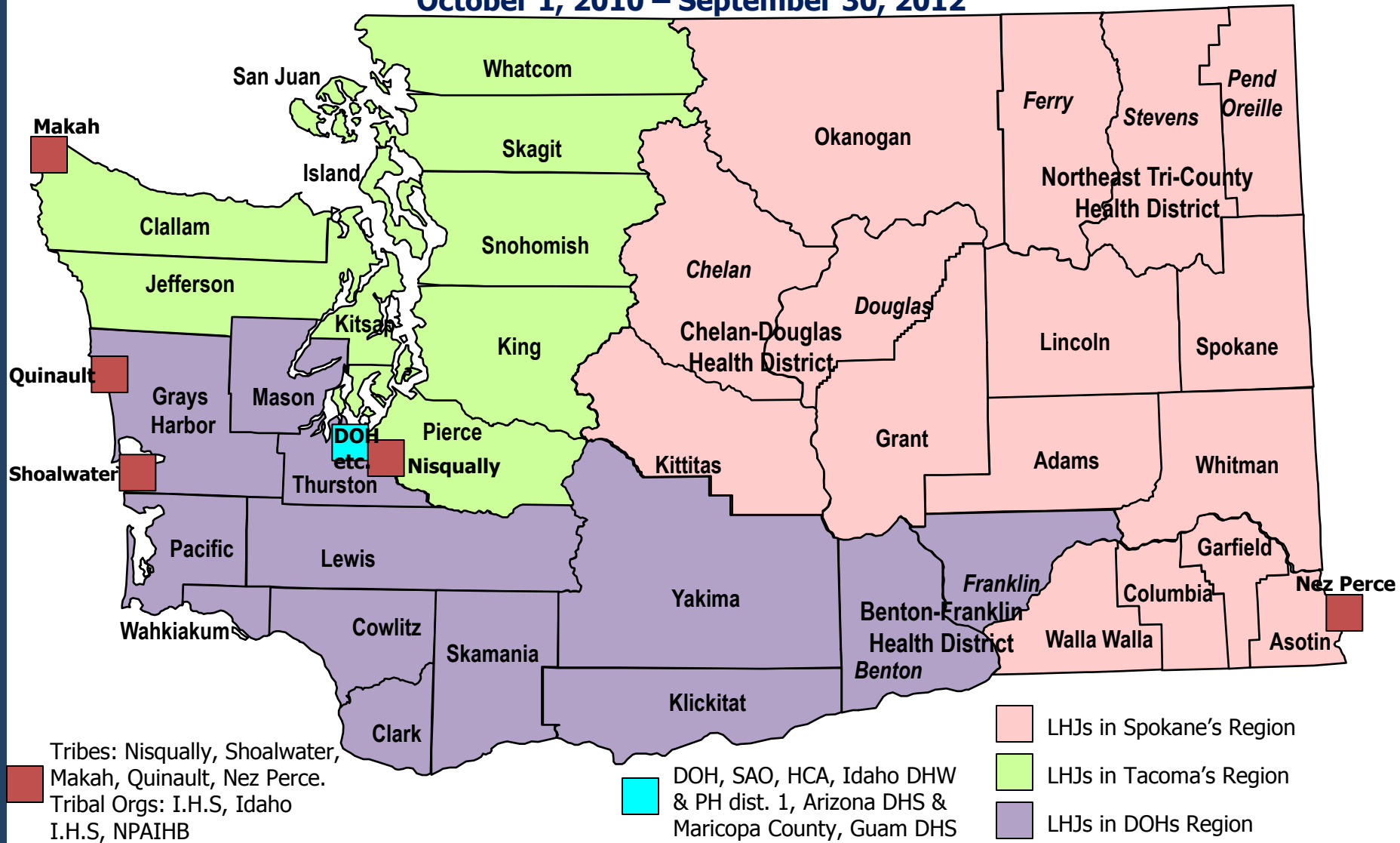
**6 Events, 168 Attendees from 25 Health Departments,  
2 Tribal Organizations, 5 Others**

**October 1, 2011 – September 30, 2012**



# Years 1 and 2 Public Training Attendance

21 events, 667 attendees from 35 LHJs,  
8 Tribal Organizations, 7 Others  
October 1, 2010 – September 30, 2012

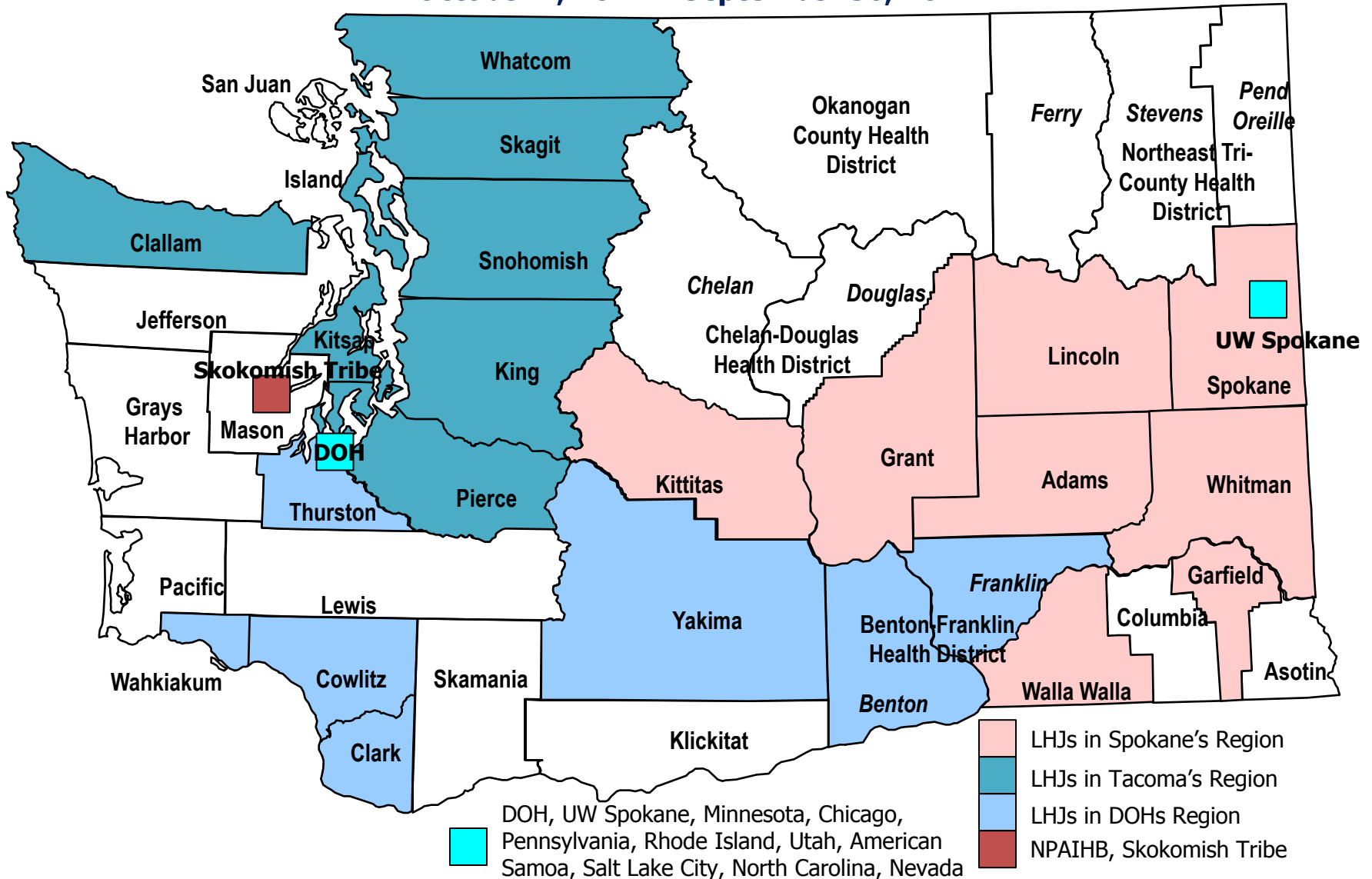


# **Technical Assistance and Custom Training**

# Year 2 Technical Assistance and Custom Training

## 24 Health Departments, 2 Tribal Organizations, 11 Others

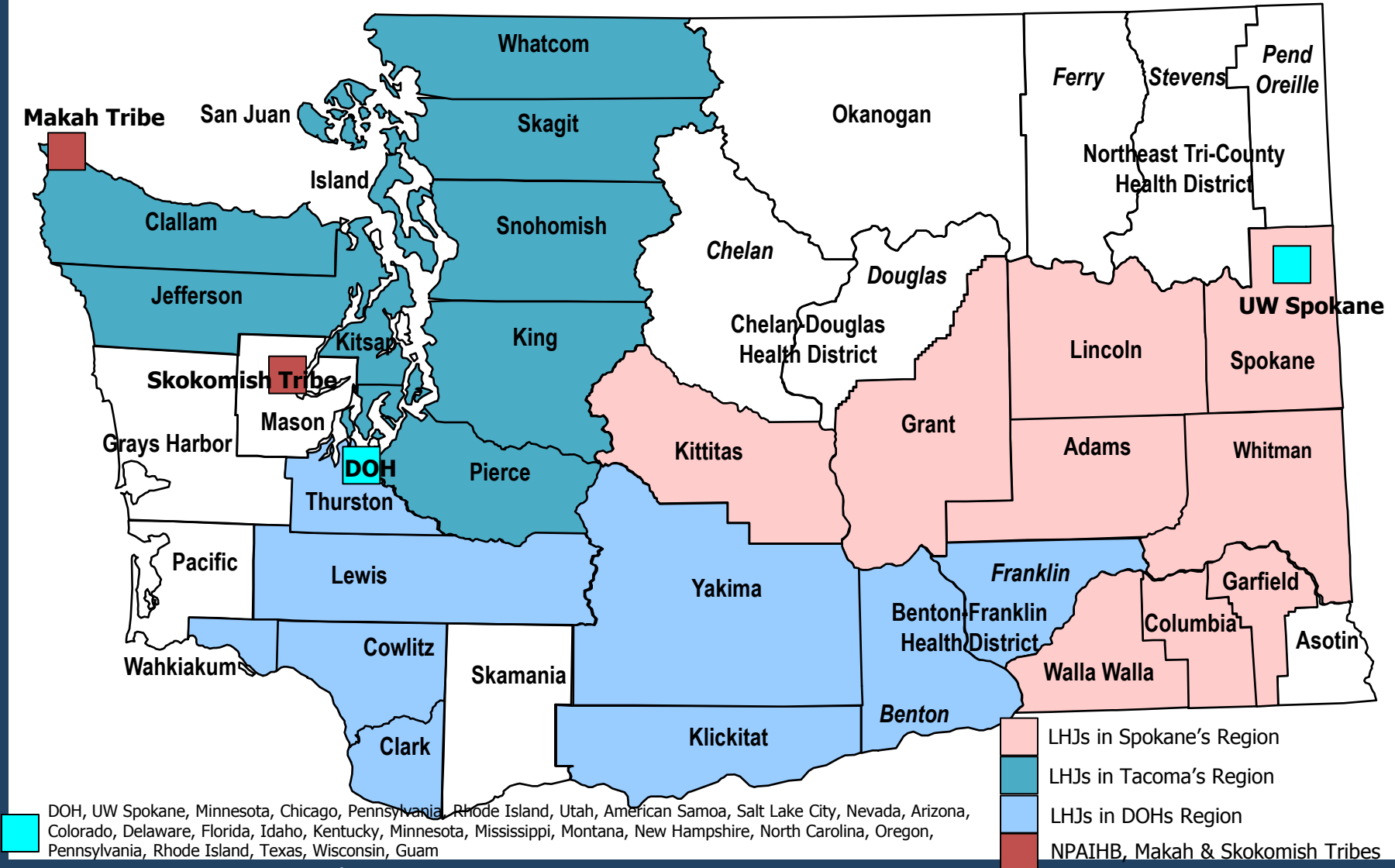
October 1, 2011 – September 30, 2012



# Years 1 and 2 Technical Assistance and Custom Training

27 Health Departments, 3 Tribal Organizations, 27 Others

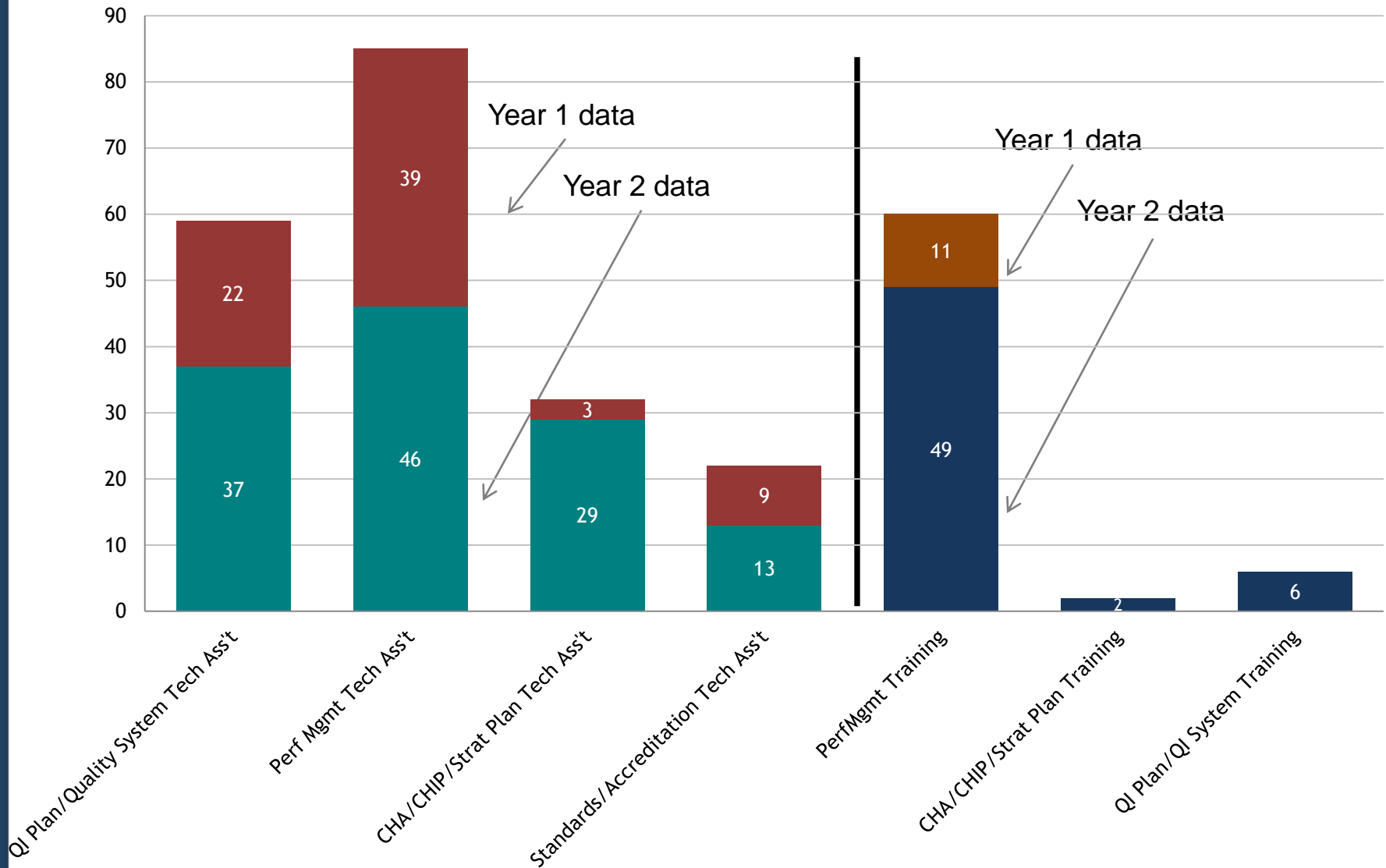
October 1, 2010 – September 30, 2012



DOH, UW Spokane, Minnesota, Chicago, Pennsylvania, Rhode Island, Utah, American Samoa, Salt Lake City, Nevada, Arizona, Colorado, Delaware, Florida, Idaho, Kentucky, Minnesota, Mississippi, Montana, New Hampshire, North Carolina, Oregon, Pennsylvania, Rhode Island, Texas, Wisconsin, Guam

## Technical Assistance and Custom Training

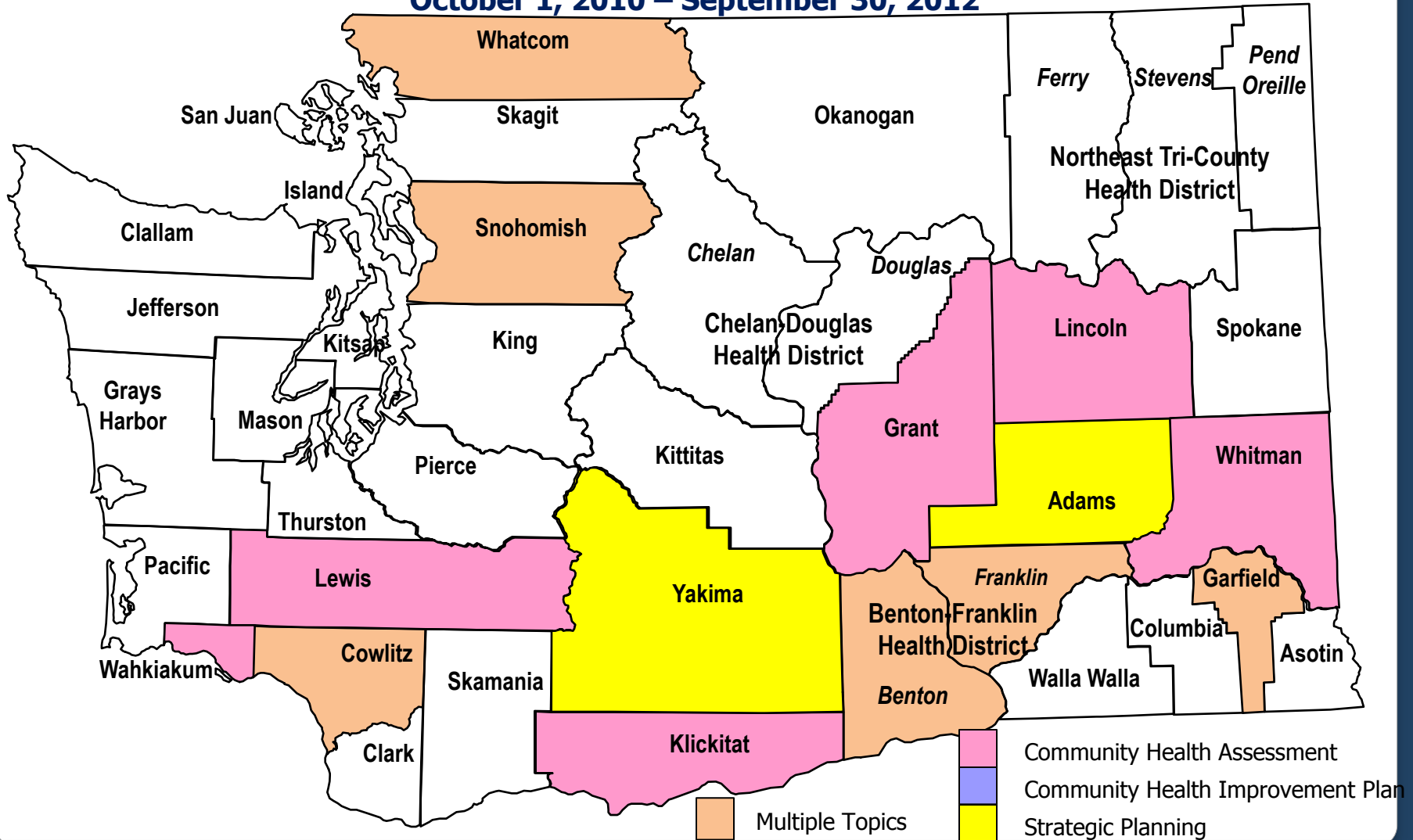
October 1, 2010 through September 30, 2012



## **Topics of Interest –**

- **Community Health Assessments**
- **Community Health Improvement Plans**
- **Strategic Plans**
- **Other Standards Topics**

**Years 1 and 2 Topics of Interest**  
**Community Health Assessment, Community Health Improvement Plans, Strategic Plans**  
**October 1, 2010 – September 30, 2012**





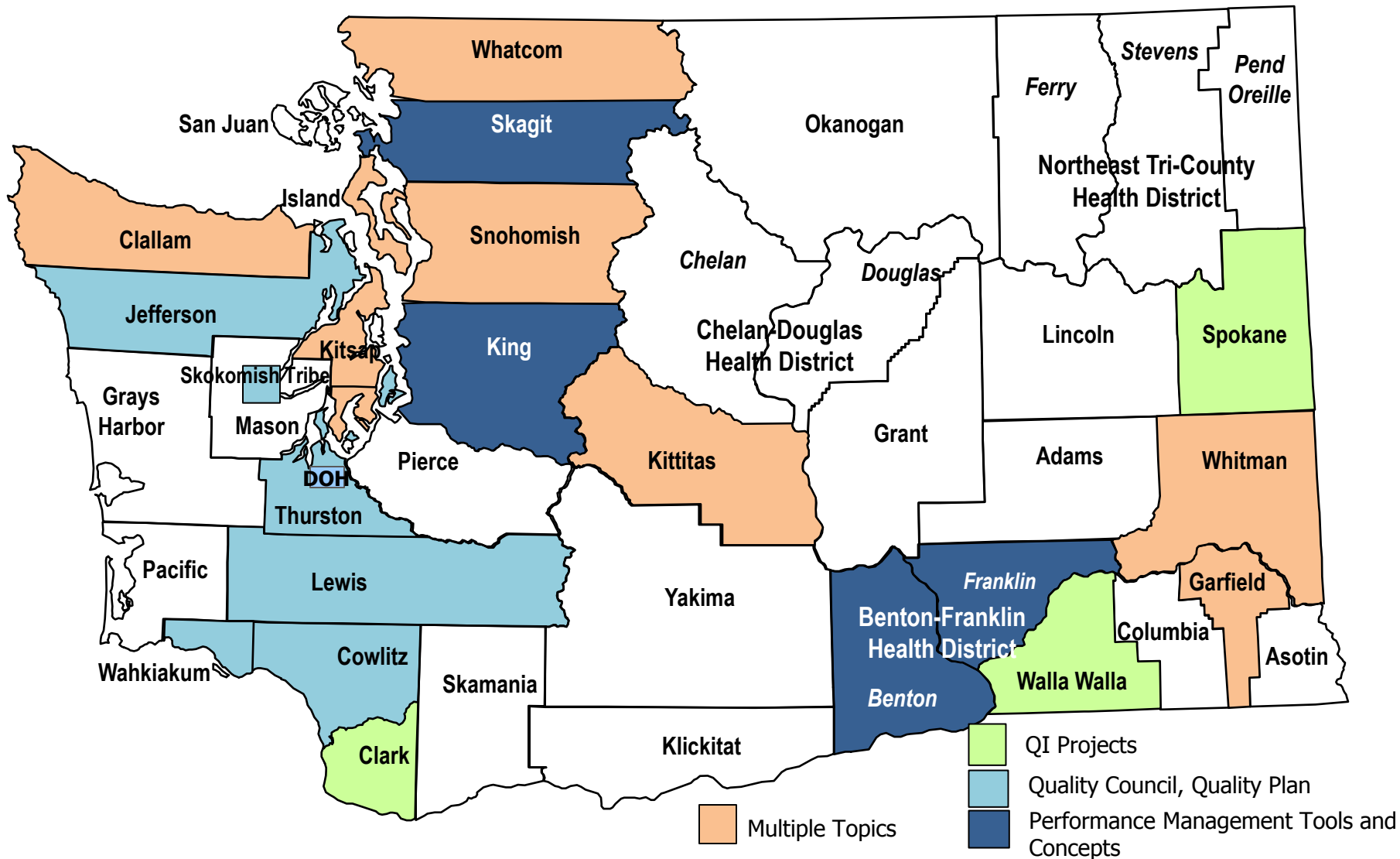
## **Topics of Interest –**

- **Performance Management**
- **Quality Improvement Plans & Councils**
- **Quality Improvement Projects**

# Years 1 and Year 2 Technical Assistance & Training Topics

## Performance Management, QI Plans & Councils, QI Projects

October 2010 – September 2012

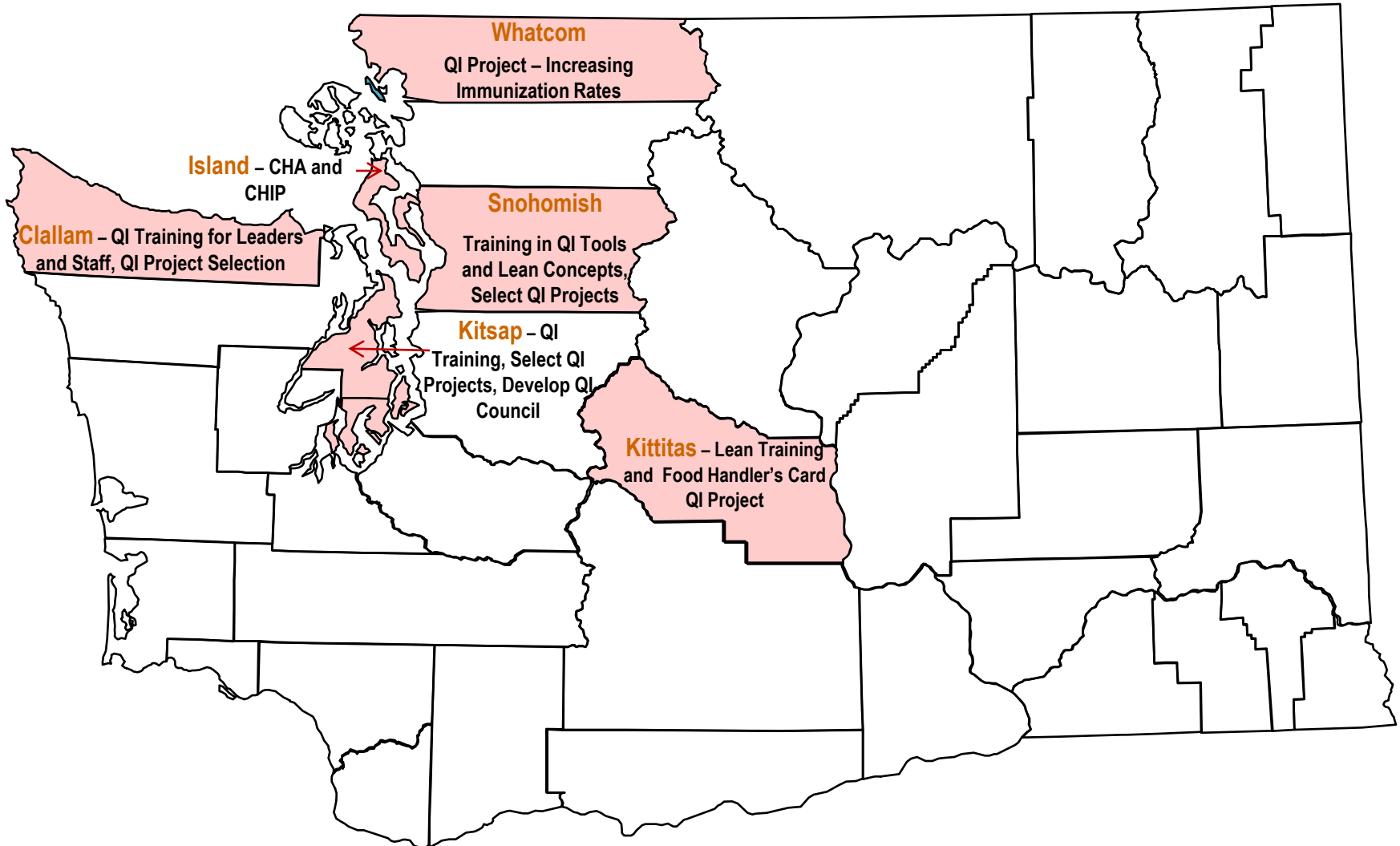


# **Quality Improvement Mini-Grants**

**Year 2**

**Six \$10,000 Mini-Grant Projects**

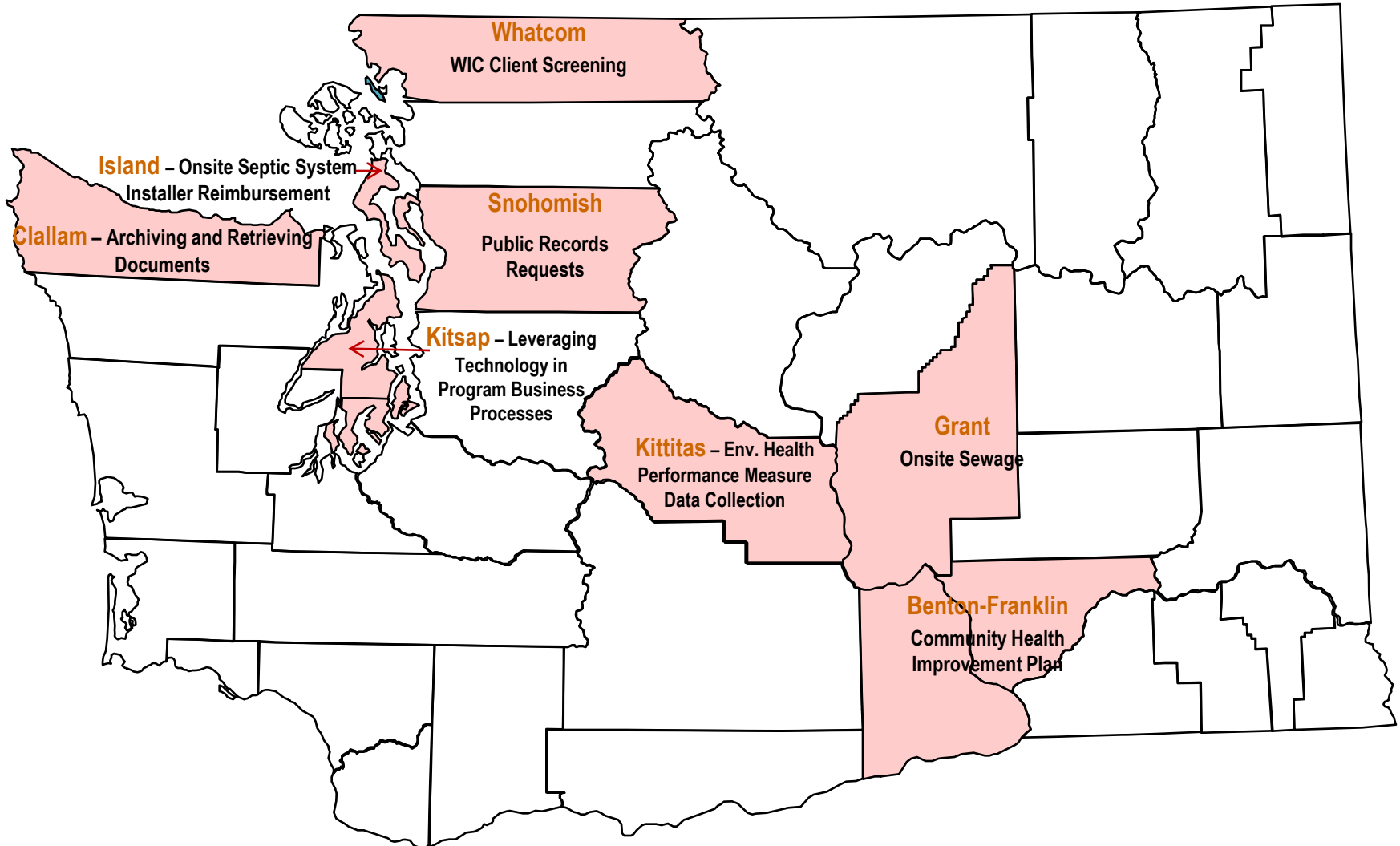
**October 1, 2011 – September 30, 2012**



**Year 3**

**Eight \$10,000 Mini-Grant Projects**

**October 2012 – September 2013**

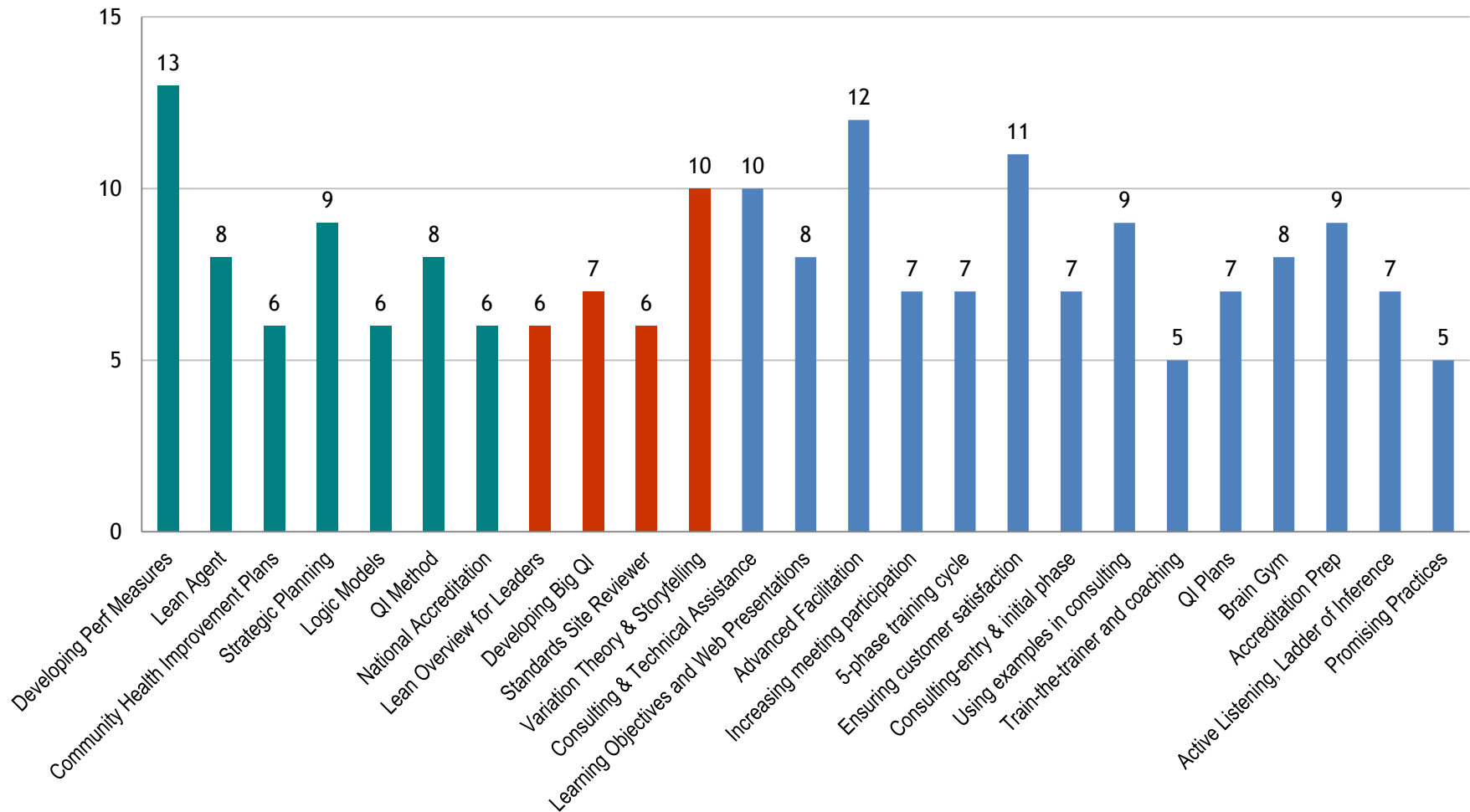


# **Increasing Staff Capacity - Performance Management Centers for Excellence**

## Centers Staff Capacity Development Years 1 and 2

**Train-the-Trainer** **Technical Assistance** **Consulting**

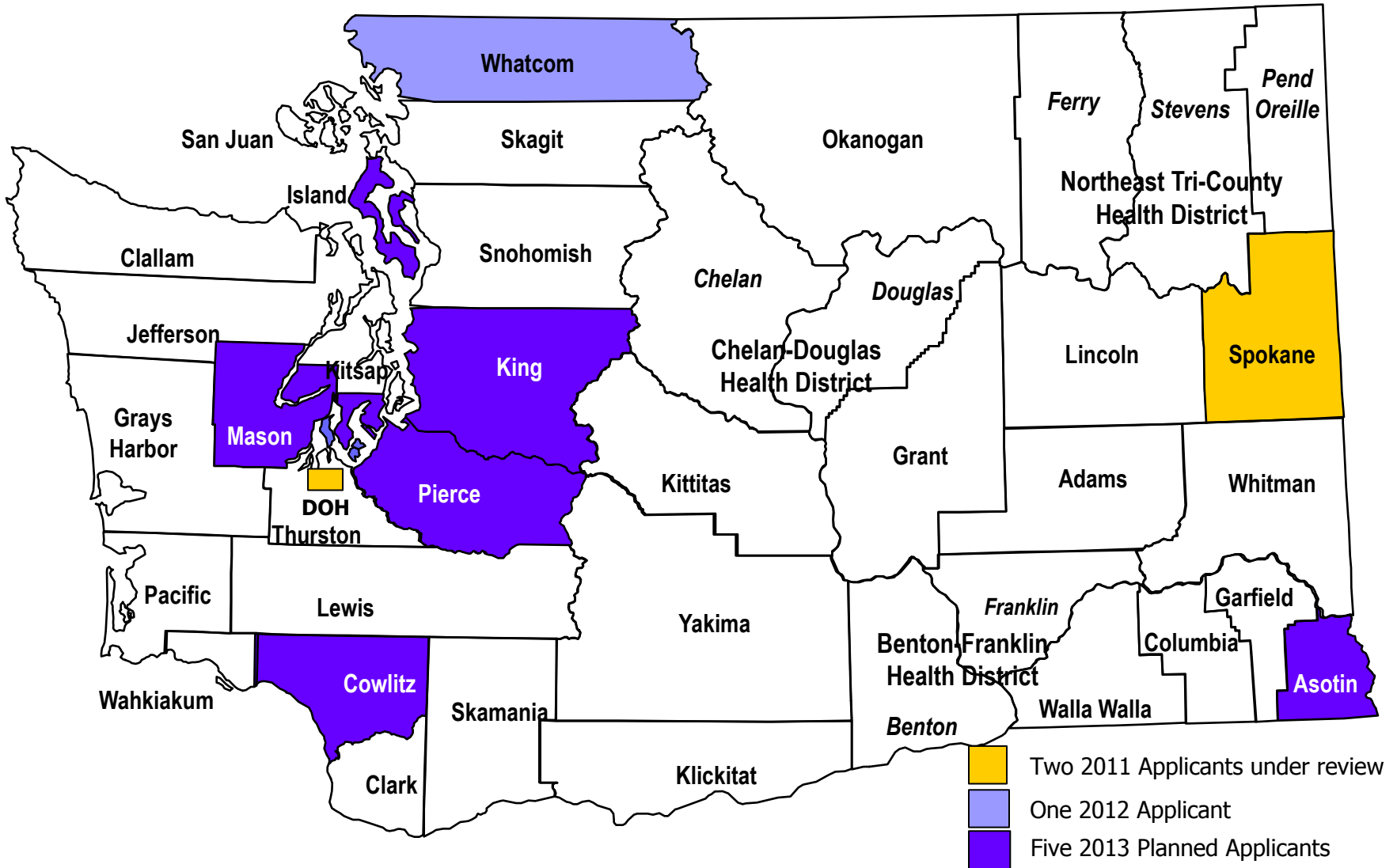
October 1, 2010 through September 30, 2012



**Applications for National Accreditation**  
**2011 through 2013**  
**Current Outlook**



# Three Health Jurisdictions Have Applied for National Accreditation Five More Plan to Apply Soon 2011 through 2013



# **Themes**

# Themes

- Growing interest in performance management topics.
- Standards and Accreditation coordinators feel the need for networking and technical support.
- Requests range from simple to complex. Time spent on individual services provided ranged from 15 minutes to over 68 hours.
- Community Transformation Grants, emerging Maternal Child Health requirements, and this program give the state and local jurisdictions new opportunities to collaborate.

# *Public Health Performance Management Centers for Excellence*

**Please visit our Web site  
resources, including**

[www.doh.wa.gov/PHIP/perfmgtcenters](http://www.doh.wa.gov/PHIP/perfmgtcenters)

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# *Public Health Performance Management Centers for Excellence*

**PUBLIC HEALTH**  
ALWAYS WORKING FOR A SAFER AND  
**HEALTHIER WASHINGTON**

[www.doh.wa.gov/PHIP/perfmgtcenters](http://www.doh.wa.gov/PHIP/perfmgtcenters)

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