2012: Toward the Next Generation of Performance Management

**Background:** To help public health systems manage performance, the Turning Point Performance Management National Excellence Collaborative (2000-2005) and the Public Health Foundation (PHF) developed a package of performance management resource materials.

**What is being updated?** Acknowledging advancements in the public health field, changing priorities, and new examples of performance management applications in recent years, PHF is refreshing the Turning Point Performance Management Framework, Self-Assessment Tool, and *From Silos to Systems*.

**What’s new?** The refresh will address current challenges, include innovative practices, improve usability, and link materials to current public health priorities, including public health accreditation.

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**2003 Turning Point Framework**

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

**Performance Measurement**
- Refine indicators and define measures
- Develop data systems
- Collect data

**Performance Management System**

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

**Reporting of Progress**
- Analyze data
- Feed data back to managers, staff, policy makers, constituents
- Develop a regular reporting cycle

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**DRAFT 2012 Refreshed Framework**

**Performance Standards**
- Identify relevant standards
- Select indicators
- Set goals and targets
- Communicate

**Performance Measurement**
- Refine indicators
- Define measures
- Develop data systems
- Collect data

**Performance of Progress**
- Analyze and interpret data
- Report results broadly
- Develop a regular reporting cycle

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

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**Learn more, review, and comment on initially updated materials at [www.phf.org/PMtoolkit](http://www.phf.org/PMtoolkit)**

- Input on the refresh is being provided by the Centers for Disease Control and Prevention (CDC), National Public Health Improvement Initiative Performance Improvement Managers, expert advisors, and other national public health organizations.

- The refresh is funded through the Affordable Care Act Capacity Building Assistance to Improve Public Health Infrastructure Investments through a cooperative agreement with the CDC.

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**Get Started with Performance Management Today!**

Turn the page to review and use the initially refreshed *Performance Management Self-Assessment Tool*